

Social Media Project Manager

Job ID
REQ-10055257
Jun 23, 2025
Mexico

Summary

The Project Manager for the Tagging and Social Media Management team will be responsible for the strategic planning, execution, and delivery of projects within the MODE organization. This role involves guiding tagging and social media management teams, managing resources, and maintaining stakeholder relationships to ensure project success.

The role will be a key operational team member focused to work closely with cross-functional teams, such as platform team, Brands, AoR Partners, Media team, and other business stakeholders, to ensure the timely delivery of quality solutions for their channels / tactics.

The ideal candidate possesses strong leadership and communication skills, coupled with a proven track record in project management methodologies.

About the Role

#LI-Hybrid

Location: Mexico City

This role is based in Mexico City, Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

Key Responsibilities

- Project Mgmt - Oversee all aspects of project execution from initiation to closure, ensuring projects are completed on time as per SLA.
- Develop detailed project plans and timelines; Monitor project progress, identify risks, and implement mitigation strategies.
- Foster effective collaboration across various departments and teams. Facilitate communication between cross-functional teams; Promote teamwork and integration; Resolve inter-departmental conflicts and challenges.
- Manage relationships with key stakeholders, ensuring their expectations are met and their input is integrated into project plans and execution. Communicate project updates and progress; Gather and address stakeholder feedback.
- Approach project challenges with a proactive and innovative mindset, focusing on finding effective solutions to ensure project success.
- Identify potential issues and solve them efficiently; Implement best practices; Encourage problem-solving

culture within the project team.

- Plan and organize sprints to incrementally achieve project deliverable, ensuring timely delivery of tasks.
- Allocate resources and tasks; Monitor sprint progress and make necessary adjustments.
- Maintain and utilize scrum boards to track project progress and facilitate agile project management.
- Ensure transparency and visibility of tasks; Use scrum boards to manage workloads and deadlines.
- Effectively use Jira for tracking project tasks, managing workflows, and reporting progress.
- Configure and maintain Jira dashboards; Manage task assignments and progress tracking; Generate Jira reports for status updates.
- Deliver clear and compelling presentations to communicate project status, progress, and outcomes to stakeholders and team members.
- Prepare and present project updates; Use visual aids and data effectively; Tailor presentations to the audience's needs.
- Direct & mentor project team members; Define and enforce governance standards; Manage deliverable and change management calls.
- Possess a deep understanding of marketing processes to effectively support and manage campaign tagging and social media management initiatives is a plus.
- Exhibit proficiency in English (both written and verbal) to facilitate clear and effective communication across diverse teams and regions.
- Point for external partners and manage communications across teams on plan submission and financial deadlines

Education

- Bachelor's degree in business administration or Engineering, Computer Science, or a related field..
- Advanced English proficiency

Experience

- Candidate to have at least 6-7 years' experience in project mgmt roles, demonstrating success in managing projects from initiation to completion within scope, time, and manage resources effectively.
- Experience in both traditional & Agile project mgmt methodologies.
- Experience with project management software tools like MS Project, Jira, Trello or similar platforms.
- Experience managing cross-functional teams and stakeholder relationships.

Skills & Qualifications

- Excellent analytical, problem-solving, negotiation and interpersonal skills.
- Proficient in project management methodologies, such as Scrum, Agile or Waterfall, and utilizing project management tools.
- Demonstrated ability to effectively prioritize and manage multiple projects simultaneously, while meeting deadlines.
- Experience in working with various stakeholders, managing expectations, and delivery
- Excellent cross-functional skills with the ability to work and lead a cross-functional team. Strong process/project management skills.
- Excellent presentation, interpersonal, verbal and written communication skills with aptitude in fostering long-term relationships
- Familiarity with and adaptability to new-generation technologies and trends (Gen AI and Agentic AI) is an added advantage

Certifications

- Project Management Professional (PMP) certification or equivalent.
- Certified ScrumMaster (CSM) or equivalent Agile certification.
- Other relevant certifications such as PRINCE2, PMI Agile Certified Practitioner (PMI-ACP), or Certified Associate in Project Management (CAPM).

Commitment to Inclusion

Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

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Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

US

Business Unit

Universal Hierarchy Node

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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Novartis tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condición médica o discapacidad, necesita una adaptación razonable para cualquier parte del proceso de contratación, o para desempeñar las funciones esenciales de un puesto, envíe un correo electrónico a tas.mexico@novartis.com y permítanos conocer la naturaleza de su solicitud y su información de contacto. Incluya el número de posición en su mensaje.

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