

# RLT Customer Support

Job ID  
REQ-10024199  
Oct 10, 2024  
Mexico

## Summary

The Associate E2E Process management role is responsible to manage day-to-day operational processes, including but not limited to order scheduling and fulfillment, internal case management, pre-production planning, billing/invoicing processes and logistics, GPS, and systematizing updates to customers. They will also assist with customer related inquiries as needed.

## About the Role

### Major Accountabilities

- Manage day-to-day operational processes, including but not limited to order scheduling and fulfillment, internal case management, pre-production planning, billing/invoicing processes and logistics, GPS, systematizing updates to customers (i.e. batch release, delivery updates, system-specific site on boarding, etc)
- Complete manual data entry
- Support select process improvement activities associated with customer service operations
- As applicable, raise innovative ideas which will drive improved efficiency and effectiveness of customer service to Team Leads
- Assist with customer related inquiries based on customer needs/demand
- Adhere to all applicable Working Practice Documents (WPDs), Work Instructions (WIs) and Compliance Guidelines
- Ability to work the scheduled work hours, which generally will be an 8-hour shift with two paid rest breaks and an unpaid lunch break
- This position will require holiday support for CS team

### Ideal Background:

#### Education:

Bachelor's degree required

#### Languages:

Fluent English, other languages desirable

**Location:**

This role will require a specific number of days to be in office in Mexico City

**Experience:**

- 1+ years of progressive business experience in the biopharmaceutical industry with broad understanding of pharmaceutical sales, marketing, customer and patient services
- Ability to manage multiple projects and consistently meet deadlines
- Strong interpersonal and time management skills, and an ability for productive collaboration across varying departments
- Detail oriented problem solver who can make clear-headed decisions while under pressure
- Experience with systems enabling program end-to-end program operations, including but not limited to customer-facing digital portals, internal case management platforms as well as production planning and financial billing/invoicing tools
- Proficient in PowerPoint and Excel, and telephony
- Potential Shifts: 4am-12:30pm, 7:30-4pm, 8:30-5pm and 11:30-8pm
- This role will support monitoring and logistics operations in ET, start shift will vary.
- Oncology experience preferred

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Division

US

Business Unit

Innovative Medicines

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

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

Functional Area

Technical Operations

Job Type

Full time

Employment Type

Regular

Shift Work

No

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

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