

# Commercial Operations & Tenders MGR

Job ID  
REQ-10050744  
May 08, 2025  
Mexico

## Summary

Location: Mexico, City

Lead and manage all aspects of the Sales Administration/ Operations team within a significant country including order management team; site-to-site material purchasing process and master data maintenance to ensure uninterrupted business operations. Manage team activities including resources allocation based on workload and priorities, professional development, reporting and delivery of group objectives. Leads a key area of sales support within a significant county (Sales training, Analytics, Sales Operations). Develop an effective through training and coaching or management of key commercial programs.

## About the Role

### Major accountabilities:

- \*Responsible for informing the sales area and channel partners in order processing/returns.
- \*Provide metrics and reports to the sales team
- \*Responsible for coordinating technical and economic information for government tenders, awards and purchases.
- \*Responsible for coordinating information to inform sales areas and areas involved in the commercial operation.
- \*Track sales orders and provide status updates; update dealer lists in commercial terms.
- \*Investigate and resolve problems and issues that have arisen, including those related to order management, accounting and invoicing.
- \*Communicate the status of problems and solutions to customers and other appropriate parties.
- \*Ensure team adherence to all work processes and procedures related to customer service.
- \*Ensure that new team members receive the necessary level of support and training from the system to perform their functions efficiently and effectively.
- \*Notification of technical complaints/ adverse events/ special cases related to Novartis products within 24 hours of receipt -Distribution of commercial samples (where applicable)

### Key performance indicators:

Customer satisfaction: yearly survey result and multi rater feedback from stakeholders.

Compliance with order management deadlines.

control results related to customer service transactions.

**Minimum Requirements:**

Bachelor's degree

5+ years of experience in conducting government tenders / knowledge of procurement law and procurement processes/Pharma business and Sales / Pharma / related business

Desirable Supply chain experience

English proficiency (desirable)

**Skills:**

Proactive

Curiosity.

Customer Service.

Relations with customers

Handling of platforms

Experience handling distributors

Management of orders

Professionalism.

Management of projects

Sales

**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>

**Commitment to Diversity and Inclusion**

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

**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?

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Division  
International  
Business Unit  
Universal Hierarchy Node  
Location  
Mexico  
Site  
INSURGENTES  
Company / Legal Entity  
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.  
Functional Area  
Sales  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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