

OPS & Tenders Specialist

Job ID
REQ-10050745
May 08, 2025
Mexico

Summary

Location: Mexico, City

Generate the best customer service experience through a deep knowledge of it, personalized and proactive. Follow-up in processes related to the area of operations, consultation on government platforms. Experienced professionals in sales support, experience in time control, operational and follow-up processes, responsible for providing key sales support services (training, analysis, demand planning, etc.).

About the Role

Major accountabilities:

- Responsible for reviewing and tracking orders/returns, for the generation of reports on the issues of supply orders from the various Health Institutes in the country.
- Receive and issue calls to provide close service and resolve customer issues through personalized follow-up.
- Advise and inform on the company's value proposition in terms of products, commercial conditions and added value.
- Track orders and resolve customer concerns about products, prices, delivery, availability and features. • Record and analyze all information to improve customer knowledge and experience. Collaborate with the Operations Manager and Commercial Manager, exchanging information for the control of the processes proper to the commercial operation.
- Provide feedback on the efficiency of processes aimed at improving the customer experience.
- Manage order processing, taking responsibility for the management of monthly orders as well as any other operational process requested by the customer.
- Management of returns due to expiration and lack of rotation.
- Analysis of the stock situation: Internal stock and level of stock in the channel by

wholesaler.

- **Communication with the different areas that interact in the operation**
- **Compliance with order management deadlines.**
- **Experience in updating regulatory documentation for tender and/or procurement files.**
- **Experience in time control, tracking the progress of tenders and/ or sales of the company**

Key performance indicators:

- **Customer satisfaction: result of the annual survey and feedback from multiple stakeholder evaluators.**
- **Compliance with order management and control deadlines**
- **Compliance in updating documents and management of the operation.**

Minimum Requirements:

- Bachelor's degree
- 3+ years of experience understanding of sales / customer service experience, experience in controlling processes.
- English proficiency (desirable)

Skills:

- Accounts Receivable.
- Calls Handling.
- Curiosity.
- Customer Care.
- Customer Experience.
- Customer Relationship Management (Crm) Software.
- Customer Requirements.
- Customer Service.
- Efficiency.
- Installations (Computer Programs).
- Microsoft Access.
- Microsoft Excel.
- Mobile Devices.
- Relationship Building.
- Sales.
- Salesforce Crm.

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? <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

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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