

RLT Customer Operations and Service

Job ID
REQ-10044658
Απρ 23, 2025
Mexico

Περίληψη

Location: Mexico, City

- Treatment with RLT, as it involves radioisotopes, presents high logistical complexity and requires a radioprotection structure and specific licenses from the Nuclear Commission (CNEN) at infusion sites (Clinics and Hospitals). This makes the Patient Journey longer and with bigger chance of rupture.
- Customer Operations will be responsible for monitoring the entire patient infusion journey, connecting all necessary parts, minimizing the chances of disruption, ensuring the best experience for the Novartis customer.

About the Role

Major accountabilities:

Promote the Patient's infusion journey continuously (without interruptions) and with high quality for the client and patient.

- Work in a patient-centered way, seeking the best end-to-end experience for the Novartis customer.
- Taking holistic view of the patient's entire infusion journey, aligning all steps to have a complete infusion without disruption.
- Keep contact with the hospital "Nurse Navigator" role to align all the information needed.
- Keep contact with the hospital to ensure that the order has been placed correctly in the RLT ROME system.
- Maintain cross-functional communication to ensure that the necessary processes occur at the right moment so that the patient's infusion ends without interruption
- Have knowledge and be the focal points of contact in relation to customs clearance procedures at the airport for the proper prioritization of the product, respecting its expiration date of 5 days for infusion.
- Be the Novartis point of contact for all suppliers linked
- Organize with the HCP, the patient and their caregiver the possible need for the patient to travel to receive the infusion (logistics and accommodation).

Capabilities: Technical/ Market Knowledge/ Skills

- Excellent communication skills (verbal & written) to establish strong relationships with clients

- Holistic view of the Hospital / Novartis / Patient ecosystem (matrix work)
- Knowledge of Supply Chain/Logistics. Process-oriented mentality and great attention to detail
- Planning and anticipation of scenarios
- Emotional intelligence to manage complex stakeholder situations
- Able to operate in ambiguity and adapt easily to changes. Solution-focused mentality
- Innovative and Digital Mentality
- Proven ability to secure integrity and compliance of local business initiatives, regulations and guidelines

Requirements:

- Previous experience in COMEX (Logistics)
- Experience in Pharma industry
- English required for communications with Plant and international Suppliers

Spanish fluent

Hours of operations and holiday coverage:

- This position may require vacation and holiday coverage according to the needs of the process with the client

Leadership Behavior:

- Ability to create strong relationships and trust with the team and main stakeholders (Internal/External)
- Ability to operate under pressure and urgent situations (solution mentality);
- Resilience/ Strong drive for success/ Results oriented;

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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Business Unit
Innovative Medicines
Τοποθεσία
Mexico
Τοποθεσία
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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Ajustes de accesibilidad

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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