

Customer Support Coordinator for Radioligand Therapies

Job ID
REQ-10043382

3月 06, 2025

Mexico

摘要

Responsible to manage day-to-day operational processes, including but not limited to order scheduling and fulfillment, in-ternal case management, pre-production planning, billing/invoicing processes and lo-gistics, GPS, and systematizing updates to customers. They will also assist with cus-tomer related inquiries as needed.

About the Role

Major Accountabilities

-Manage day-to-day operational processes, including scheduling and fulfilment, 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, and other activities).

- 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 desired

Languages:

Fluent English, other languages desirable

Location:

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

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: 4 am - 1 pm or 5 am - 12 pm (to be adjusted according to time changes in US)
- This role will support monitoring and logistics operations in ET, start shift will vary.

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部门
US

Business Unit
Innovative Medicines

地点
Mexico

站点
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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