

Customer Service Analyst

Job ID
REQ-10088796
Окт. 02, 2026
Колумбия

Сводка

#LI-Hybrid

Location: Bogota, Colombia

Relocation Support: This role is based in Bogota, Colombia. Novartis is unable to offer relocation support: please only apply if accessible.

Are you passionate about delivering exceptional customer experiences while driving operational excellence across the supply chain? As a Customer Service Analyst, you will play a critical role in ensuring outstanding service levels for key customers by managing order fulfillment, delivery performance, customer communications, and operational improvement initiatives. You will collaborate closely with internal and external stakeholders, leveraging analytics, operational insights, and cross-functional partnerships to support business continuity, customer satisfaction, and supply chain performance. This is an exciting opportunity to influence customer experience while contributing to strategic initiatives, product launches, and continuous improvement efforts within Novartis.

About the Role

Key Responsibilities

- Manage relationships with assigned strategic customers, ensuring proactive follow-up on purchase orders, deliveries, invoicing, product recoveries, and service-level commitments.
- Monitor and analyze key service metrics including On Time In Full, Customer Service Time, returns management, and other operational indicators.
- Serve as a primary point of contact for customer inquiries and requests, providing timely and effective resolutions.
- Act as owner of key financial and operational controls, ensuring compliance with internal policies, reporting requirements, runbooks, and governance processes.
- Play an active role in demand planning discussions, identifying risks, opportunities, and insights that support informed business decisions.
- Participate in tactical and strategic initiatives related to operational excellence, customer service improvements, launches, returns, and supply chain optimization.

Essential Requirements

- Bachelor's degree in Business Administration, Industrial Engineering, Supply Chain, Finance, Logistics, or a related field.
- Experience in customer service, supply chain operations, demand planning, order management, or commercial operations.
- Strong stakeholder management skills with the ability to collaborate effectively with internal and external partners.
- Experience managing operational performance indicators and developing data-driven recommendations.
- Strong analytical, organizational, project management, and problem-solving capabilities.
- Intermediate to advanced English proficiency with strong written and verbal communication skills.

Desirable Requirements

- Experience within the pharmaceutical, biotechnology, healthcare, or life sciences industry.
- Experience supporting demand planning, returns management, operational excellence, or new product launch activities.
- Experience leveraging analytics, automation, AI-enabled tools, dashboards, and digital technologies to improve customer service performance, reporting, and

decision-making.

Why Novartis?

At Novartis, our purpose is to reimagine medicine to improve and extend people's lives. As a Customer Service Analyst, you will help strengthen the connection between Novartis and its customers by ensuring excellent service, operational reliability, and effective collaboration across the organization. You will have the opportunity to work with cross-functional teams, contribute to strategic business initiatives, and help drive continuous improvement while supporting access to innovative medicines for patients.

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. We believe that diverse perspectives, experiences, and backgrounds are essential to driving innovation and improving outcomes for patients around the world.

Accessibility and Accommodation

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities.

If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please contact your local Talent Acquisition team and let us know the nature of your request and your contact information.

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

Дивизион
Finance
Business Unit
Finance
Место
Колумбия
Сайт
Bogota (Pharmaceuticals / GDD / NTO / CTS)
Company / Legal Entity
CO01 (FCRS = CO001) Novartis de Colombia S.A
Functional Area
Аудит и финансы
Job Type
Full time
Employment Type
Regular
Shift Work
No

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