NOVARTIS

Manager, Customer Operations, RLT

Job ID
REQ-10092237
Ноя. 10, 2026
Мексика

Сводка

Role Purpose
The Manager, Customer Operations, Radioligand Therapy (RLT), is responsible for the end to end ordering and delivery process of radioligand therapies, ensuring a seamless, compliant, and high quality experience for healthcare institutions.
The role provides operational leadership across customer service, order and delivery management, and site onboarding coordination, while driving execution excellence across a highly regulated radiopharmaceutical environment.

About the Role

Key Responsibilities

- Oversee customer service operations, including order processing, case management, escalations, therapy-related issues and customer communications. Act as primary point of contact for HCPs and centers
- Achieve key KPIs aligned with internal targets. (e.g., on-time delivery, unused dose management, issue resolution). Analyse and report operational KPIs; use insights to proactively address gaps and optimise performance.
- Collaborate cross-functionally to enable therapy adoption, operational excellence, and customer satisfaction (Supply Chain, Manufacturing, Quality, Medical, Regulatory, Commercial, Field)
- Support onboarding and operational readiness of RLT treatment centres and lead standardized workflows, SOPs, and operational governance.
- Drive continuous improvement and key operational initiatives by leveraging performance analytics, proactively mitigating risks, enhancing the customer journey, and ensuring ethical, patient-first decision making.

Key Competencies

- Strong customer-centric mindset with a high service orientation.
- Demonstrated operational rigour and process excellence.
- Proven ability to collaborate cross-functionally
- Ability to operate effectively in complex, highly regulated environments.
- Strong communication, problem-solving, and project management skills.

Why This Role Matters in RLT

Radioligand Therapy requires **exceptional operational excellence and customer support** This role is pivotal in enabling fast and reliable therapy delivery while ensuring an outstanding experience for treatment centres and healthcare providers.

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
International
Business Unit
Marketing
Место
Мексика
Сайт
INSURGENTES
Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.
Functional Area
Маркетинг
Job Type
Full time
Employment Type
Regular
Shift Work
No

Accessibility and accommodation

Novartis is committed to work with and provide 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 send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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