NOVARTIS

RLT Account Customer Support Associate-1

Job ID
REQ-10092647
Ноя. 17, 2026
Мексика

Сводка

#LI-Hybrid
Location: Mexico City, Insurgentes
Contract Type: This role is based in Mexico City, Insurgentes. Novartis is unable to offer relocation support: please only apply if accessible.
Reimagining Medicine Starts With Our People
As an RLT Account Customer Support Associate, you will play a key role in ensuring the seamless flow of materials, data, and orders across the supply chain network. You will partner with internal stakeholders, production sites, suppliers, and customer-facing teams to support planning, logistics, inventory management, and order fulfillment activities.
This position contributes to reliable product availability, operational excellence, and continuous improvement while ensuring compliance with quality, regulatory, and GxP requirements. The role offers an opportunity to collaborate across functions and geographies, helping deliver innovative medicines to patients worldwide.

About the Role

Supply Chain & Planning

- Ensure material availability aligned with approved production plans and customer demand.
- Monitor material requirements planning (MRP), analyze exceptions, and coordinate actions to mitigate supply risks.
- Manage purchase order activities and support inventory optimization initiatives.
- Partner with manufacturing sites and suppliers to maintain continuity of supply and service excellence.

Logistics, Warehouse & Distribution

- Execute logistics and distribution processes accurately and efficiently while maintaining compliance with applicable regulations and company standards.
- Coordinate inbound and outbound material flows to support operational requirements.
- Monitor logistics performance and implement process improvement opportunities.
- Support inventory control and warehouse planning activities.

Order Management & Customer Support

- Coordinate intercompany order fulfillment activities, including order tracking, change management, invoicing support, and issue resolution.
- Serve as a key point of contact for supply and order-related escalations.
- Collaborate with cross-functional partners to prioritize deliveries and address operational challenges.
- Support returns, credits, rebates, and other customer service processes as needed.

Master Data & Operational Excellence

- Maintain accurate supply chain and material master data in enterprise systems.
- Support KPI reporting, data analysis, and performance monitoring.
- Contribute to process optimization and continuous improvement initiatives.
- Act as a subject matter resource within assigned areas of responsibility.

Compliance & Quality

- Ensure all activities are performed in compliance with GxP, regulatory requirements, and company policies.
- Support the reporting and escalation of technical complaints, adverse events, and special-case scenarios in accordance with established procedures.
- Maintain accurate documentation and operational records.

Essential Requirements

- Bachelor's degree in Supply Chain, Business Administration, Operations, Logistics, Engineering, Life Sciences, or a related field.
- 1+ years of experience in Supply Chain, Customer Operations, Logistics, Planning, Order Management, or related operational functions.
- Experience working in a regulated environment such as pharmaceuticals, healthcare, biotechnology, or manufacturing is preferred.
- Experience managing multiple priorities and meeting deadlines in a fast-paced environment.

Skills & Competencies

- Strong analytical and problem-solving skills with attention to detail.
- Ability to build effective partnerships and collaborate across diverse teams and stakeholders.
- Strong organizational, communication, and time-management skills.
- Customer-focused mindset with a commitment to operational excellence.
- Proficiency in Microsoft Excel, PowerPoint, and enterprise business systems (ERP experience preferred).
- Ability to navigate complex processes and make sound decisions under pressure.
- Continuous improvement mindset with a focus on efficiency and quality.

- Fluent English required.
- Additional language skills are considered an asset.

Preferred Qualifications

- Experience in oncology, pharmaceuticals, biotechnology, or healthcare industries.
- Knowledge of ERP systems, MRP processes, demand planning, inventory management, or logistics operations.
- Familiarity with GxP and regulated supply chain environments.

Commitment to Diversity & Inclusion
Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

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.

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.

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: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: **https://www.novartis.com/careers/benefits-rewards**

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

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US
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General Management
Место
Мексика
Сайт
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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