

Customer Service Supervisor

Job ID
REQ-10077288
май 06, 2026
Панама

Сводка

#LI-Hybrid

Location: Panama City, Panama

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

In this role, you will lead day to day customer service operations and ensure a consistent end to end customer experience. You will coach and develop the team, manage performance against service level and productivity targets, and step in as the escalation point for complex cases and complaints. You will also drive continuous improvement by strengthening quality standards, improving ways of working, and using performance insights to focus the team on what matters most.

About the Role

Key Responsibilities

- Oversee daily customer service activities across phone, email, and case systems.
- Coach and develop the team through regular feedback and structured performance management.
- Manage service and productivity performance, addressing backlogs and quality issues promptly.
- Act as escalation point for complex cases, ensuring clear communication and timely resolution.
- Lead quality reviews and calibration to improve consistency and customer satisfaction.
- Partner with sales, supply chain, logistics, quality, finance, and information technology teams to resolve issues.
- Maintain and refine procedures and knowledge materials, ensuring consistent team adoption.
- Support resource planning, including scheduling, coverage, and onboarding.
- Prepare and present performance insights, trends, and improvement actions to management.
- Encourage use of digital and analytical tools to strengthen operational insight and decision making.

Essential Requirements

- Bachelor's degree in business, supply chain, communications, or a related field, or equivalent practical experience.
- Three to six years of experience in customer service or customer operations, including people leadership responsibility.
- Proven ability to lead teams, provide structured feedback, and manage performance in a service environment.
- Strong experience managing service levels, workloads, and productivity targets in daily operations.
- Ability to analyze performance data, identify root causes, and translate insights into practical improvements.
- Confident communicator who can collaborate across functions and manage complex customer situations.
- Fluent English language knowledge.

Commitment to Diversity and Inclusion

Novartis is committed to building an outstanding, inclusive work environment and diverse team 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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

Дивизион

Operations

Business Unit

Product Supply Chain

Место

Панама

Сайт

Панама

Company / Legal Entity

PA01 (FCRS = PA001) Novartis Pharma (Log) Inc

Functional Area

Аудит и финансы

Job Type

Full time

Employment Type

Regular

Shift Work

No

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