

# Customer Service Lead

Job ID  
REQ-10076610  
Июн. 22, 2026  
Колумбия  
Disponible en: Español

## 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.

You will play a pivotal role at the heart of our customer operations, where every order, interaction, and decision directly shapes the customer experience. As Customer Service Lead, you will guide a small team of analysts while orchestrating the end to end customer order journey, ensuring accuracy, speed, and service excellence. This role offers the opportunity to lead with impact, collaborate across commercial, demand planning, warehouse and distribution teams, and drive continuous improvement in a fast moving, people driven environment where your voice and ideas truly matter.

## About the Role

### Key Responsibilities

- Lead end-to-end customer order management, ensuring accurate execution and adherence to internal procedures and service level agreements
- Supervise and prioritize team workload to ensure balanced execution and consistent service delivery
- Act as the escalation point for critical issues related to orders, deliveries, and customer service incidents
- Provide clear, timely communication to customers and internal stakeholders on requests, inquiries, and process updates
- Monitor service performance, delivery compliance, risks, and deviations to prevent delays and improve outcomes
- Coordinate investigation and resolution of service incidents, supporting root cause analysis and corrective actions
- Consolidate and report operational indicators and performance metrics to support reviews and decision making
- Lead and support system changes, transitions, go-lives, transfers, and cutover activities impacting customer operations
- Drive continuous improvement initiatives to increase efficiency, service quality, and customer experience
- Coach and develop the analyst team, building capability, accountability, and a strong service mindset

### Essential Requirements

- Bachelor's degree in business administration, international business, industrial engineering, economics or a related field
- Three to five years of experience in customer service, order management, supply chain, or related operational roles
- Experience coordinating teams in an operational or service-driven environment
- Strong customer communication skills and confidence partnering with cross-functional stakeholders
- Ability to analyze operational data, identify trends, and translate insights into practical improvement actions
- Spanish and 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>

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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

Маркетинг  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No

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