

Director – Central Operations

Job ID
REQ-10078888
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Мексика

Сводка

The Director, PSC Mexico City Operations is accountable for leading the Mexico City NOCC as a near-shore extension of US Novartis Patient Support and Patient Support Center (PSC) operations, delivering reliable day-to-day execution across assigned customer-facing and back-end workflows while also providing leadership across broader Novartis Patient Support capabilities that may extend beyond agent-based roles, including Business Operations, Launch Excellence, RLT Order Management, and other operational support functions as applicable. This leader ensures alignment to US enterprise standards for process, quality, training, workforce management, and compliance, and partners closely with US-based PSC leaders and broader NPS stakeholders to scale capacity, support launches and program transitions, improve performance and productivity, and create a high-performing and engaged site culture.

About the Role

Major Accountabilities

1) Site leadership & people management

- Lead Mexico City NOCC teams and people leaders to deliver daily operational performance, reinforce expectations, and develop talent.
- Own local workforce health, including hiring plans, onboarding, performance management, recognition, attrition mitigation, and succession planning, in partnership with US functional leaders, Resources & Engagement, and Mexico P&O.
- Build a high-performing site culture that promotes accountability, engagement, and continuous development.

2) Operational execution & performance management

- Ensure delivery of agreed SLAs and KPIs across Mexico City-supported workstreams, including service, productivity, turnaround time, quality, and backlog health.
- Identify performance gaps and partner with US-based stakeholders to implement corrective actions and sustainable improvement plans.
- Support operational readiness for launches, transitions, and scaling of new or expanded capabilities.

3) Standardization, training enablement, and continuous improvement

- Partner with US Program & Systems Training to ensure training delivery excellence for PSC new hires, upskilling, and launch readiness.
- Drive standardization, process discipline, and continuous improvement across supported operations in alignment with enterprise requirements.
- Provide feedback to improve curriculum effectiveness, documentation, operational workflows, and site readiness.

4) Cross-site governance, escalations, and stakeholder management

- Serve as the primary Mexico City operations leader for US stakeholders and maintain effective communication across cross-site priorities.
- Manage site-level escalations related to operations, people, compliance, and technology, ensuring timely resolution and alignment with enterprise governance.
- Represent Mexico City site needs in planning, capacity, and change discussions to support proactive decision-making.

5) Compliance & risk management

- Ensure site adherence to relevant policies, SOPs/WPDs, data privacy requirements, and quality standards; partner with Compliance/Ethics/Risk and Performance Excellence as needed.
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes.

Required Qualifications

- Bachelor's degree required; advanced degree preferred (MBA/MHA or similar).
- 7+ years of operations leadership experience, including 5+ years leading people leaders (managers/supervisors) in a contact center, shared services, or regulated operations environment.
- Demonstrated experience managing performance to SLAs/KPIs, using data to drive decisions and continuous improvement.
- Proven cross-site / cross-functional partnership experience with US-based teams (or global matrix organizations), including strong executive communication.
- Fluent English and Spanish (written and verbal).

Preferred Qualifications

- Experience in pharma hub services, patient support services, reimbursement operations, specialty pharmacy, or similar regulated healthcare operations.
- Experience supporting launches, transitions, and scaling near-shore/off-shore capabilities.
- Knowledge of quality/compliance requirements for patient support operations (e.g., documentation standards, issue escalation, PV/AE reporting awareness).
- Lean / Six Sigma or other continuous improvement training (preferred).

Core Competencies

- Operational leadership and accountability; ability to run a "performance system" (daily management, tiered huddles, visual management).
- Clear communicator in a matrix; writes crisp updates and escalations that enable decisions.
- Change leadership; can implement US-standard changes locally with adoption and minimal disruption.
- Coaching and talent development; builds bench strength and a culture of high support / high challenge.

- Analytical problem solving; uses data to diagnose, prioritize, and measure impact.
- Stakeholder management; builds trust with US functional leaders and local partners.

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US
Business Unit
General Management
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

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