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

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