

# Jr Customer Operations Manager

Job ID  
REQ-10019677  
Aug 23, 2024  
Brazil

## Summary

Customer Operations will be responsible for monitoring the entire patient infusion journey, connecting all necessary parts, minimizing the chances of disruption, ensuring the best experience for the Novartis customer.

## About the Role

### Key responsibilities:

- Taking holistic view of the patient's entire infusion journey, aligning all steps to have a complete infusion without disruption.
- Keep contact with the hospital "Nurse Navigator" role to align all the information needed.
- Work closely with the Patient Support team to confirm product delivery and infusion date, the patient can be at the hospital on the infusion date.
- Support the hospital with the order placement system.
- Maintain cross-functional communication to ensure that the necessary processes occur at the right moment so that the patient's infusion ends without interruption: Contact with the Plant to monitor production / Contact with the Customs Broker and Regulatory area to guarantee the import process of radioactive products with CNEN.
- Be the focal point of contact in relation to customs clearance procedures at the airport for the proper prioritization of the product, respecting its expiration date of 5 days for infusion.
- Be the Novartis point of contact for all stakeholders (international and local) involved in the end-to-end process of the treatment
- Ensure that the entire experience is reflected throughout the complete patient's treatment across the possible 6 doses of infusions.
- Keep the cross-functional team (customer service, customs broker, tax, finance) informed and aligned regarding each hospital's processes.
- Work very closely with the Customer Solution Manager (CSM) providing the support needed.
- Be responsible for customer master data creation and maintenance
- Support the 0Clinical Trial team with the end-to-end process for all trials related to radioligand therapies

### Essential Requirements:

- Previous experience in International Trade (Import/Export) or Supply Chain.
- Holistic view of the Hospital, Novartis and Patient ecosystem (matrix work).
- Fluent in English.
- This position may require vacation and holiday coverage according to the needs of the process with the client.

## Desirable Requirements:

- Experience in the pharmaceutical industry.

Why Novartis: Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

You'll receive: Competitive salary, annual bonus, life insurance, home office policy (home office 2x a week), retirement and wellbeing plans, flexible working arrangements, birthday day-off, parental leave, subsidized dining facilities, health insurance, employee recognition platform, Gympass, employee resource groups and virtual self-development tools.

If you want to learn more about our benefits, you can access the Novartis Life Handbook: <https://www.novartis.com/careers/benefits-rewards>

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

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Careers: <https://www.novartis.com/careers>

*Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.*

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Division

International

Business Unit

Innovative Medicines

Location

Brazil

Site

Santo Amaro

Company / Legal Entity

BR03 (FCRS = BR003) NOVARTIS BIOCIENCIAS S.A

Functional Area

Technical Operations

Job Type

Full time

Employment Type

Regular  
Shift Work  
No

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