

Lead, Cell & Gene Customer Service Operations

Job ID
REQ-10044320
Mar 14, 2025
Canada

Summary

Location: Montreal, #LI-Hybrid

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

About the role:

Exciting new opportunity within Novartis Cell & Gene Therapy as a Lead, Cell & Gene Customer Service Operations manager in our CAR-T Customer Service Operations team! In this position, you will play a crucial role in optimizing the complex end-to-end operational process of a personalized medicine and sculpt and enable an industry-leading customer experience with healthcare teams and patients. If you are also passionate about leveraging digital innovation and data solutions to drive strategy and growth, apply today and help us improve the lives of patients.

This role will work directly with the Novartis Cell & Gene Strategy & Customer Operations team and reports to the Regional Head, Cell & Gene Therapy Customer Service Operations.

About the Role

Key responsibilities:

- Execute an industry-leading service center for the healthcare teams at our qualified CAR-T treatment centers enhancing the healthcare teams/ customer/ patient experience.
- Provide prompt and courteous customer support to treat patients with Novartis Cell Therapy products in both the commercial and clinical trial setting, with a broader scope within the International organizational unit.
- Engage with cross-regional, cross-functional teams and external partners to optimize the end-to-end operational process from product request to finished product delivery with a constant focus on improvement
- Execute an industry-leading commercial patient support program for patients and their caregiver(s).
- Develop and implement digital innovation and data solutions to enable enhanced strategic-driven decision making, automation of manual processes and improved customer experience for the Cell & Gene Therapy organization.

What you'll bring to the role:

Essential:

- Patient/client driven with excellent communication skills, both verbal and written and natural ability to establish relationships
- Ability to work well across a matrix organization with strong collaboration skills to internal and external stakeholders and operate independently in ambiguity and adapt easily to change
- High level of emotional intelligence while being strong in problem solving and operational efficiency/prioritization
- Curious and continuous improvement mindset with technical aptitude to adapt and learn new technologies
- Strong operational, organizational track record
- French & English fluency

Desirable:

- Experience in Supply chain / logistics - pharmaceutical industry and/or healthcare environment
- Digital, data management, visualization and analytics experience

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

International

Business Unit

Innovative Medicines

Location

Canada

Site

Montreal

Company / Legal Entity

CA04 (FCRS = CA004) NOVARTIS PHARMA CANADA INC.

Alternative Location 1

Toronto, Canada

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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

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