

# P2P Service Delivery (SD) Lead NGSC

Job ID  
REQ-10009656  
juin 14, 2024  
Mexique

## Résumé

Dirigir la función de FRA en un país en varias divisiones O dirigir una línea de servicios/proceso/área/tecnología de FRA y asegurar la entrega del servicio de principio a fin en todas las divisiones de Novartis

## About the Role

Location: Hybrid. CDMX

Your key responsibilities:

Service Delivery:

- Proactive management of Regional (multiple countries and languages) Service Delivery to Novartis Associates and 3rd party suppliers. Primary ownership of all Service Delivery critical metrics (inquiry cycle time, open and aging tickets, TAT, customer satisfaction – smiley faces, etc.). Ensuring a consistent methodology and data collection (important metrics) and internal customer/3rd party supplier issue follow-up and mitigations.
- Key vendor manager and partner for all 3rd parties providing service delivery within their regions.
- Key member of the global P2P Service Delivery Management and Governance team. Actively participate and collaborate with all global NGSCs SD roles to categorize and prioritize global customer feedback, challenges and opportunities. Drive the design, implementation and stabilization of all SD solutions (RPA, AI, Etc.) and models. Ensuring all solutions and mitigations are globally standardized and demonstrated at all global NGSCs SD functions.
- Key Regional Liaison with P2P Global Service Organization and Global P2P Hub/ECI operations (Hyderabad) regarding all SD needs issues and opportunities within their Global Regional and drive the design, implementations and sustainability of solutions.

P2P Performance:

- Own regional Customer Satisfaction plan, pro-actively ensuring customer engagement forums feedback and data to highlight key trends and opportunities to identify early end-to-end P2P process/system improvements and mitigations to improve CSAT critical metric.
- Pro-actively supervise regional operational SD critical metrics (TAT, Dropped Calls, Aging tickets, etc.) and engage both P2P Hub and 3rd Party providers in resolving and continuously improving SD performance.

- Key P2P Leadership team member, providing concrete customer insight and feedback to P2P GSO team and P2P Global Hub/ECI operations to drive end-to-end P2P process/system improvements, solutions and mitigations.

Role Requirements :

- Education (minimum/desirable): University level degree in Business Administration/ Economics/Finance or Chartered Accountant / MBA desirable
- Languages English require
- Experience: 8-10 years of Financial experience, with in-depth functional & process expertise Previous experience R2P/P2P/P2P
- Proven record of successfully managing projects driving performance (e.g. ERP implementation)
- Excellent communication skills, leadership exposure Demonstrated ability to work effectively in a multi-national, matrix organization
- PMP /Lean Six Sigma Certified

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

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>

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Division

Finance

Business Unit

CTS

Emplacement

Mexique

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Audit et Finance

Job Type

Full time

Employment Type

Regular

Shift Work

No

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## Ajustes de accesibilidad

Novartis tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condición médica o discapacidad, necesita una adaptación razonable para cualquier parte del proceso de contratación, o para desempeñar las funciones esenciales de un puesto, envíe un correo electrónico a [tas.mexico@novartis.com](mailto:tas.mexico@novartis.com) y permítanos conocer la naturaleza de su solicitud y su información de contacto. Incluya el número de posición en su mensaje.

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