

Customer Support Coordinator for Radioligand Therapies

Job ID
REQ-10043382
Mar 06, 2025
Mexique

Résumé

Responsible to manage day-to-day operational processes, including but not limited to order scheduling and fulfillment, in-ternal case management, pre-production planning, billing/invoicing processes and lo-gistics, GPS, and systematizing updates to customers. They will also assist with cus-tomer related inquiries as needed.

About the Role

Major Accountabilities

- Manage day-to-day operational processes, including scheduling and fulfilment, internal case management, pre-production planning, billing/invoicing processes and logistics, GPS, systematizing updates to customers (i.e. batch release, delivery updates, system-specific site on boarding, and other activities).
- Complete manual data entry
- Support select process improvement activities associated with customer service operations
- As applicable, raise innovative ideas which will drive improved efficiency and effectiveness of customer service to Team Leads
- Assist with customer related inquiries based on customer needs/demand
- Adhere to all applicable Working Practice Documents (WPDs), Work Instructions (WIs) and Compliance Guidelines
- Ability to work the scheduled work hours, which generally will be an 8-hour shift with two paid rest breaks and an unpaid lunch break
- This position will require holiday support for CS team

Ideal Background:

Education:

Bachelor's degree desired

Languages:

Fluent English, other languages desirable

Location:

This role will require a specific number of days to be in office in Mexico City located in Insurgentes Sur

Experience:

- 1+ years of progressive business experience in the biopharmaceutical industry with broad understanding of pharmaceutical sales, marketing, customer and patient services
- Ability to manage multiple projects and consistently meet deadlines
- Strong interpersonal and time management skills, and an ability for productive collaboration across varying departments
- Detail oriented problem solver who can make clear-headed decisions while under pressure
- Experience with systems enabling program end-to-end program operations, including but not limited to customer-facing digital portals, internal case management platforms as well as production planning and financial billing/invoicing tools
- Proficient in PowerPoint and Excel, and telephony
- Potential Shifts: 4 am - 1 pm or 5 am - 12 pm (to be adjusted according to time changes in US)
- This role will support monitoring and logistics operations in ET, start shift will vary.

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

US

Business Unit

Innovative Medicines

Emplacement

Mexique

Site

INSURGENTES

Company / Legal Entity

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

Functional Area

Opérations techniques

Job Type

Full time

Employment Type

Regular

Shift Work

No

[Apply to Job](#)

Accessibility and accommodation

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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

Job ID
REQ-10043382

Customer Support Coordinator for Radioligand Therapies

[Apply to Job](#)

Source URL: <https://www.adacap.com/careers/career-search/job/details/req-10043382-customer-support-coordinator-radioligand-therapies>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/INSURGENTES/RLT-Customer-Support_REQ-10043382
5. <mailto:tas.mexico@novartis.com>
6. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/INSURGENTES/RLT-Customer-Support_REQ-10043382