

Customer Service Supervisor

Job ID

REQ-10077288

May 06, 2026

LOC_PA

About the Role

Key Responsibilities

- Oversee daily customer service activities across phone, email, and case systems.
- Coach and develop the team through regular feedback and structured performance management.
- Manage service and productivity performance, addressing backlogs and quality issues promptly.
- Act as escalation point for complex cases, ensuring clear communication and timely resolution.
- Lead quality reviews and calibration to improve consistency and customer satisfaction.
- Partner with sales, supply chain, logistics, quality, finance, and information technology teams to resolve issues.
- Maintain and refine procedures and knowledge materials, ensuring consistent team adoption.
- Support resource planning, including scheduling, coverage, and onboarding.
- Prepare and present performance insights, trends, and improvement actions to management.
- Encourage use of digital and analytical tools to strengthen operational insight and decision making.

Essential Requirements

- Bachelor's degree in business, supply chain, communications, or a related field, or equivalent practical experience.
- Three to six years of experience in customer service or customer operations, including people leadership responsibility.
- Proven ability to lead teams, provide structured feedback, and manage performance in a service environment.
- Strong experience managing service levels, workloads, and productivity targets in daily operations.
- Ability to analyze performance data, identify root causes, and translate insights into practical improvements.
- Confident communicator who can collaborate across functions and manage complex customer situations.
- Fluent English language knowledge.

Commitment to Diversity and Inclusion

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

Role Requirements

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 \(PDF 30 MB\)](#)

Division

DIV_TO

Business Unit

Product Supply Chain

Location

LOC_PA

Site
Panama
Company / Legal Entity
PA01 (FCRS = PA001) Novartis Pharma (Log) Inc
Functional Area
FCT_FN
Job Type
Full time
Employment Type
Regular
Shift Work
No
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List of links present in page

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2. <https://www.novartis.com/about/strategy/people-and-culture>
3. https://www.novartis.com/sites/novartis_com/files/novartis-life-handbook.pdf
4. https://novartis.wd3.myworkdayjobs.com/es/Novartis_Careers/job/Panama/Customer-Service-Supervisor_REQ-10077288-1
5. https://novartis.wd3.myworkdayjobs.com/es/Novartis_Careers/job/Panama/Customer-Service-Supervisor_REQ-10077288-1