

Customer Service Lead

Job ID

REQ-10076610

May 07, 2026

LOC_CO

About the Role

Key Responsibilities

- Lead end-to-end customer order management, ensuring accurate execution and adherence to internal procedures and service level agreements
- Supervise and prioritize team workload to ensure balanced execution and consistent service delivery
- Act as the escalation point for critical issues related to orders, deliveries, and customer service incidents
- Provide clear, timely communication to customers and internal stakeholders on requests, inquiries, and process updates
- Monitor service performance, delivery compliance, risks, and deviations to prevent delays and improve outcomes
- Coordinate investigation and resolution of service incidents, supporting root cause analysis and corrective actions
- Consolidate and report operational indicators and performance metrics to support reviews and decision making
- Lead and support system changes, transitions, go-lives, transfers, and cutover activities impacting customer operations
- Drive continuous improvement initiatives to increase efficiency, service quality, and customer experience
- Coach and develop the analyst team, building capability, accountability, and a strong service mindset

Essential Requirements

- Bachelor's degree in business administration, international business, industrial engineering, economics or a related field
- Three to five years of experience in customer service, order management, supply chain, or related operational roles
- Experience coordinating teams in an operational or service-driven environment
- Strong customer communication skills and confidence partnering with cross-functional stakeholders
- Ability to analyze operational data, identify trends, and translate insights into practical improvement actions
- Spanish and 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_FI

Business Unit

Finance

Location

LOC_CO

Site

Bogota (Pharmaceuticals / GDD / NTO / CTS)

Company / Legal Entity

CO01 (FCRS = CO001) Novartis de Colombia S.A

Functional Area

FCT_MM

Job Type

Full time

Employment Type

Regular

Shift Work

No

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