

Customer Operation Manager

Job ID

REQ-10078318

May 19, 2026

LOC_CA

About the Role

#LI-Hybrid

Internal title: Customer Operations Manager

Location: Toronto, Ontario

This role is based in Toronto, Canada. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

This job posting is not for an existing position.

Key responsibilities:

- Oversee end-to-end customer operations, including order processing, case management, escalations, and communications with healthcare providers and treatment centers
- Act as the primary point of contact for healthcare professionals and institutions, ensuring a high-quality customer experience
- Monitor and drive key operational KPIs (e.g., on-time delivery, issue resolution, unused dose management), providing insights and continuous improvement recommendations
- Collaborate cross-functionally (Supply Chain, Manufacturing, Quality, Medical, Regulatory, Commercial, Field) to support therapy adoption and operational excellence
- Lead onboarding and operational readiness of RLT treatment centers, ensuring standardized processes and compliance
- Drive continuous improvement initiatives by leveraging analytics to optimize performance and enhance the customer journey
- Ensure adherence to regulatory, compliance, and pharmacovigilance standards, including timely reporting of adverse events
- Support governance, SOP standardization, and operational discipline in a highly regulated radiopharmaceutical environment

Essential Requirements:

- Bachelor's degree in Business, Life Sciences, Healthcare Management, or a related field.
- 3–5+ years of experience in supply chain, customer service, or operations within pharmaceuticals, or healthcare.
- Experience working in regulated environments with strong understanding of compliance requirements, CRM and ERP systems.
- Proven ability to collaborate effectively in cross-functional teams within complex environments.
- Strong customer-centric mindset with demonstrated operational rigor and process excellence.
- Excellent communication, problem-solving, and project management skills.
- Ability to manage complexity and drive execution with a patient-first mindset.
- Bilingual (French and English).

Desirable Requirements:

- Experience supporting highly specialized therapies and/or hospital-based care models.
- Digital and technology proficiency (e.g., analytics tools, supply chain systems, emerging technologies).

Rewards

At Novartis, we're committed to reimagining medicine together - and rewarding the people who make it happen.

Expected Remuneration Range for role:

CAD 125,120 - 173,696

The base salary offered is determined based on gender-neutral objectives, such as relevant skills, competencies and experience in accordance with the Novartis pay setting policy and upon joining Novartis will be reviewed periodically.

The rewards of being part of our team go far beyond base pay and incentives. We also offer a variety of competitive benefits in kind to help you thrive personally and professionally, such as insurance plans, retirement plans, wellbeing resources and global recognition programs. In addition, we provide flexible and hybrid working options, where possible, and minimum 14 weeks paid parental leave.

Pay equity is a fundamental principle of our employment policy and reflects our commitment to create a diverse, equitable and inclusive environment that treats all employees with dignity and respect, as outlined in our Code of Ethics.

Read our [brochure](#) to learn more about our global total rewards offering:

https://www.novartis.com/sites/novartis_com/files/novartis-life-handbook.pdf

Note: Benefits and compensation may vary by country and are subject to local legal requirements. A full overview of your compensation package applicable to your role based on your employment location and Novartis employer entity, will be communicated separately to you during the application process.

At Novartis Canada, we are determined to be a valued partner and advocate, with a deep understanding of patient needs along the entire care journey – from drug development, to diagnosis, to access and beyond. Part of the way we are doing this is by leveraging data, technology, and partnerships.

Research & Development: we focus on four core therapeutic areas: Cardiovascular, Renal & Metabolic, Immunology, Neuroscience and Oncology. We also develop and deliver treatments through other promoted and established brands, which today are helping millions of patients. Over the last three years, our average annual research and development investment in Canada was over \$30 million, and we conduct clinical trial research in every region throughout Canada.

Commitment to Diversity and Inclusion: Novartis is committed to building outstanding, inclusive work environment and diverse team's representatives 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_IM

Business Unit

Other

Location

LOC_CA

Site

Toronto

Company / Legal Entity

CA04 (FCRS = CA004) NOVARTIS PHARMA CANADA INC.

Functional Area

FCT_MM

Job Type

Full time

Employment Type

Regular

Shift Work

No

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