

Logistics Leader

Job ID

REQ-10085317

Sep 23, 2026

LOC_MX

About the Role

Major accountabilities:

- Serve as the primary liaison between Commercial, customers, government institutions, and the 3PL logistics operator, ensuring effective communication and service delivery.
- Manage end-to-end delivery execution, monitoring OTIF performance and proactively resolving delivery issues, delays, and compliance gaps.
- Oversee order tracking, proof of delivery (POD) management, and maintenance of all delivery-related documentation requirements for government customers.
- Act as Legal Representative for regulated deliveries, including the execution of mandatory documentation and onsite representation during government product handovers.
- Coordinate and follow up on administrative and regulatory procedures to ensure successful deliveries, sales recognition, and collections.
- Partner with cross-functional teams to streamline processes, eliminate operational bottlenecks, and improve customer satisfaction.
- Identify process improvement opportunities and drive corrective and preventive actions across logistics operations.
- Lead continuous improvement and automation initiatives to optimize logistics and end-to-end value chain performance.
- Ensure full compliance with Novartis policies, quality standards, safety requirements, and applicable local regulations.
- Build strong stakeholder relationships while supporting knowledge sharing, capability development, and a culture of safety and continuous improvement.

Essential requirements:

- Bachelor's degree in Logistics Engineering, Transportation Engineering, Business Administration, Administrative areas, or Legal areas.
- +3 years of experience in a similar role within the pharmaceutical industry.
- Knowledge of Warehouse and distribution processes governing the public sector.
- Effective communication and negotiation skills.
- Fluent in Spanish. Good knowledge of English.

Role Requirements

Division

DIV_IM

Business Unit

Product Supply Chain

Location

LOC_MX

Site

INSURGENTES

Company / Legal Entity

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

Functional Area

FCT_TO

Job Type
Full time
Employment Type
Regular
Shift Work
No
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