NOVARTIS

Manager, Customer Operations, RLT

Job ID
REQ-10092237
Nov 10, 2026
LOC_MX

About the Role

Key Responsibilities

- Oversee customer service operations, including order processing, case management, escalations, therapy-related issues and customer communications. Act as primary point of contact for HCPs and centers
- Achieve key KPIs aligned with internal targets. (e.g., on-time delivery, unused dose management, issue resolution). Analyse and report operational KPIs; use insights to proactively address gaps and optimise performance.
- Collaborate cross-functionally to enable therapy adoption, operational excellence, and customer satisfaction (Supply Chain, Manufacturing, Quality, Medical, Regulatory, Commercial, Field)
- Support onboarding and operational readiness of RLT treatment centres and lead standardized workflows, SOPs, and operational governance.
- Drive continuous improvement and key operational initiatives by leveraging performance analytics, proactively mitigating risks, enhancing the customer journey, and ensuring ethical, patient-first decision making.

Key Competencies

- Strong customer-centric mindset with a high service orientation.
- Demonstrated operational rigour and process excellence.
- Proven ability to collaborate cross-functionally
- Ability to operate effectively in complex, highly regulated environments.
- Strong communication, problem-solving, and project management skills.

Why This Role Matters in RLT

Radioligand Therapy requires exceptional operational excellence and customer support. This role is pivotal in enabling fast and reliable therapy delivery while ensuring an outstanding experience for treatment centres and healthcare providers.

Role Requirements

Division
DIV_IM
Business Unit
Marketing
Location
LOC_MX
Site
INSURGENTES
Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.
Functional Area
FCT_MM

Job Type
Full time
Employment Type
Regular
Shift Work
No
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