

# 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](#)

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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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