

Director – Central Operations

Job ID

REQ-10078888

Jun 12, 2026

LOC_MX

About the Role

Major Accountabilities

1) Site leadership & people management

- Lead Mexico City NOCC teams and people leaders to deliver daily operational performance, reinforce expectations, and develop talent.
- Own local workforce health, including hiring plans, onboarding, performance management, recognition, attrition mitigation, and succession planning, in partnership with US functional leaders, Resources & Engagement, and Mexico P&O.
- Build a high-performing site culture that promotes accountability, engagement, and continuous development.

2) Operational execution & performance management

- Ensure delivery of agreed SLAs and KPIs across Mexico City-supported workstreams, including service, productivity, turnaround time, quality, and backlog health.
- Identify performance gaps and partner with US-based stakeholders to implement corrective actions and sustainable improvement plans.
- Support operational readiness for launches, transitions, and scaling of new or expanded capabilities.

3) Standardization, training enablement, and continuous improvement

- Partner with US Program & Systems Training to ensure training delivery excellence for PSC new hires, upskilling, and launch readiness.
- Drive standardization, process discipline, and continuous improvement across supported operations in alignment with enterprise requirements.
- Provide feedback to improve curriculum effectiveness, documentation, operational workflows, and site readiness.

4) Cross-site governance, escalations, and stakeholder management

- Serve as the primary Mexico City operations leader for US stakeholders and maintain effective communication across cross-site priorities.
- Manage site-level escalations related to operations, people, compliance, and technology, ensuring timely resolution and alignment with enterprise governance.
- Represent Mexico City site needs in planning, capacity, and change discussions to support proactive decision-making.

5) Compliance & risk management

- Ensure site adherence to relevant policies, SOPs/WPDs, data privacy requirements, and quality standards; partner with Compliance/Ethics/Risk and Performance Excellence as needed.
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes.

Required Qualifications

- Bachelor's degree required; advanced degree preferred (MBA/MHA or similar).

- 7+ years of operations leadership experience, including 5+ years leading people leaders (managers/supervisors) in a contact center, shared services, or regulated operations environment.
- Demonstrated experience managing performance to SLAs/KPIs, using data to drive decisions and continuous improvement.
- Proven cross-site / cross-functional partnership experience with US-based teams (or global matrix organizations), including strong executive communication.
- Fluent English and Spanish (written and verbal).

Preferred Qualifications

- Experience in pharma hub services, patient support services, reimbursement operations, specialty pharmacy, or similar regulated healthcare operations.
- Experience supporting launches, transitions, and scaling near-shore/off-shore capabilities.
- Knowledge of quality/compliance requirements for patient support operations (e.g., documentation standards, issue escalation, PV/AE reporting awareness).
- Lean / Six Sigma or other continuous improvement training (preferred).

Core Competencies

- Operational leadership and accountability; ability to run a “performance system” (daily management, tiered huddles, visual management).
- Clear communicator in a matrix; writes crisp updates and escalations that enable decisions.
- Change leadership; can implement US-standard changes locally with adoption and minimal disruption.
- Coaching and talent development; builds bench strength and a culture of high support / high challenge.
- Analytical problem solving; uses data to diagnose, prioritize, and measure impact.
- Stakeholder management; builds trust with US functional leaders and local partners.

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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[Read our handbook \(PDF 30 MB\)](#)

Division

DIV_IU

Business Unit

General Management

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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