

Customer Operations Manager

Job ID

REQ-10088171

Sep 25, 2026

LOC_CA

About the Role

Key responsibilities

- Serve as the primary point of contact for healthcare institutions and healthcare professionals at authorized treatment centers, delivering responsive, customer-focused support across the RLT portfolio.
- Oversee end-to-end RLT customer operations, including order management, delivery coordination, invoicing, customer communications, and month-end reporting and analysis.
- Coordinate closely with Supply Chain, Manufacturing, and Quality to support reliable product availability, delivery execution, and compliant operational processes.
- Partner with Medical, Regulatory, Marketing, and Field Teams to enable therapy adoption and ensure customer needs are addressed through aligned cross-functional action.
- Collaborate with Accounting and Finance to support accurate invoicing, reconciliations, month-end activities, and resolution of customer-related financial issues.
- Monitor operational performance against service expectations, including on-time delivery, unused-dose management, issue-resolution timelines, and customer satisfaction.
- Identify and proactively mitigate operational risks, escalating issues appropriately and maintaining clear communication with customers and internal stakeholders.
- Use performance analytics and customer insights to lead continuous improvement initiatives, enhance the customer journey, and strengthen operational excellence.
- Apply sound judgment, ownership, and accountability in a highly regulated, ambiguous, and complex environment while ensuring ethical and patient-first decision-making.

Essential Requirements

- Relevant education and professional experience supporting customer operations, service delivery, or comparable functions in a regulated environment.
- Strong customer-centric mindset, service orientation, and excellent written and verbal communication skills.
- Demonstrated excellence in execution, with the ability to manage end-to-end operational activities accurately, independently, and with a high degree of accountability.
- Proven ability to operate effectively in new, highly regulated, ambiguous, and complex environments.
- Strong cross-functional collaboration skills and the ability to align stakeholders across operational, commercial, medical, quality, regulatory, and finance functions.
- Strong learning agility and strategic thinking, with the ability to quickly understand evolving business needs and translate them into practical actions.

- Excellent problem-solving and risk-management capabilities, including the ability to prioritize issues and drive timely resolution.
- Solid project-management and analytical skills, with the ability to use performance insights to improve processes and customer outcomes.
- Bilingual (English & French).

Desirable Requirements:

- Digital & tech savvy (Supply Chain and/or customer service)
- Experience in support of highly specialized therapies and/or hospital-based care models is strongly preferred.

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.

Commitment to Diversity and Inclusion: Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

Role Requirements

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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Customer Operations Manager

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