

Customer Service Analyst

Job ID

REQ-10088796

Oct 02, 2026

LOC_CO

About the Role

Key Responsibilities

- Manage relationships with assigned strategic customers, ensuring proactive follow-up on purchase orders, deliveries, invoicing, product recoveries, and service-level commitments.
- Monitor and analyze key service metrics including On Time In Full, Customer Service Time, returns management, and other operational indicators.
- Serve as a primary point of contact for customer inquiries and requests, providing timely and effective resolutions.
- Act as owner of key financial and operational controls, ensuring compliance with internal policies, reporting requirements, runbooks, and governance processes.
- Play an active role in demand planning discussions, identifying risks, opportunities, and insights that support informed business decisions.
- Participate in tactical and strategic initiatives related to operational excellence, customer service improvements, launches, returns, and supply chain optimization.

Essential Requirements

- Bachelor's degree in Business Administration, Industrial Engineering, Supply Chain, Finance, Logistics, or a related field.
- Experience in customer service, supply chain operations, demand planning, order management, or commercial operations.
- Strong stakeholder management skills with the ability to collaborate effectively with internal and external partners.
- Experience managing operational performance indicators and developing data-driven recommendations.
- Strong analytical, organizational, project management, and problem-solving capabilities.
- Intermediate to advanced English proficiency with strong written and verbal communication skills.

Desirable Requirements

- Experience within the pharmaceutical, biotechnology, healthcare, or life sciences industry.
- Experience supporting demand planning, returns management, operational excellence, or new product launch activities.
- Experience leveraging analytics, automation, AI-enabled tools, dashboards, and digital technologies to improve customer service performance, reporting, and decision-making.

Why Novartis?

At Novartis, our purpose is to reimagine medicine to improve and extend people's lives. As a Customer Service Analyst, you will help strengthen the connection between Novartis and its customers by ensuring excellent service, operational reliability, and effective collaboration across the organization. You will have the opportunity to work with cross-functional teams, contribute to strategic business initiatives, and help drive continuous improvement while supporting access to innovative medicines for patients.

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. We believe that diverse perspectives, experiences, and backgrounds are essential to driving innovation and improving outcomes for patients around the world.

Accessibility and Accommodation

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities.

If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please contact your local Talent Acquisition team and let us know the nature of your request and your contact information.

Role Requirements

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_FN
Job Type
Full time
Employment Type
Regular
Shift Work
No
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