

P2P Service Delivery (SD) Lead NGSC

Job ID
REQ-10009656
Jun 14, 2024
Mexico

Summary

Dirigir la función de FRA en un país en varias divisiones O dirigir una línea de servicios/proceso/área/tecnología de FRA y asegurar la entrega del servicio de principio a fin en todas las divisiones de Novartis

About the Role

Location: Hybrid. CDMX

Your key responsibilities:

Service Delivery:

- Proactive management of Regional (multiple countries and languages) Service Delivery to Novartis Associates and 3rd party suppliers. Primary ownership of all Service Delivery critical metrics (inquiry cycle time, open and aging tickets, TAT, customer satisfaction – smiley faces, etc.). Ensuring a consistent methodology and data collection (important metrics) and internal customer/3rd party supplier issue follow-up and mitigations.
- Key vendor manager and partner for all 3rd parties providing service delivery within their regions.
- Key member of the global P2P Service Delivery Management and Governance team. Actively participate and collaborate with all global NGSCs SD roles to categorize and prioritize global customer feedback, challenges and opportunities. Drive the design, implementation and stabilization of all SD solutions (RPA, AI, Etc.) and models. Ensuring all solutions and mitigations are globally standardized and demonstrated at all global NGSCs SD functions.
- Key Regional Liaison with P2P Global Service Organization and Global P2P Hub/ECI operations (Hyderabad) regarding all SD needs issues and opportunities within their Global Regional and drive the design, implementations and sustainability of solutions.

P2P Performance:

- Own regional Customer Satisfaction plan, pro-actively ensuring customer engagement forums feedback and data to highlight key trends and opportunities to identify early end-to-end P2P process/system improvements and mitigations to improve CSAT critical metric.
- Pro-actively supervise regional operational SD critical metrics (TAT, Dropped Calls, Aging tickets, etc.) and engage both P2P Hub and 3rd Party providers in resolving and continuously improving SD performance.

- Key P2P Leadership team member, providing concrete customer insight and feedback to P2P GSO team and P2P Global Hub/ECI operations to drive end-to-end P2P process/system improvements, solutions and mitigations.

Role Requirements :

- Education (minimum/desirable): University level degree in Business Administration/ Economics/Finance or Chartered Accountant / MBA desirable
- Languages English require
- Experience: 8-10 years of Financial experience, with in-depth functional & process expertise Previous experience R2P/P2P/P2P
- Proven record of successfully managing projects driving performance (e.g. ERP implementation)
- Excellent communication skills, leadership exposure Demonstrated ability to work effectively in a multi-national, matrix organization
- PMP /Lean Six Sigma Certified

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>

Benefits and rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

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Division

Finance

Business Unit

CTS

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Audit & Finance

Job Type
Full time
Employment Type
Regular
Shift Work
No
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