

# Supply Chain Management Specialist

Job ID  
REQ-10024180  
Nov 05, 2024  
Mexico

## About the Role

Major accountabilities:

- **Order Creation & Courier Coordination:** Create and manage orders with couriers, ensuring timely pick-up and delivery scheduling.
- **Real-time Monitoring & Risk Management:** Continuously monitor logistics operations to proactively identify risks and prevent delays.
- **Master Data Management:** Maintain and update logistics databases with accurate and timely information to support smooth operations.
- **End-to-End Delivery Tracking & Follow-up:** Track deliveries from initiation to final delivery, ensuring follow-up with couriers to resolve any issues.
- **Performance Analysis & Reporting:** Prepare and present performance reports, highlighting trends and identifying areas for process improvement.

Key performance indicators:

- **On-time Order Creation & Courier Coordination:** Percentage of orders created and coordinated with couriers within scheduled timelines.
- **Successful Delivery Rate:** Proportion of packages delivered on or before the expected delivery date.
- **Risk Mitigation Efficiency:** Average time to identify, escalate, and resolve risks affecting delivery.
- **Database Accuracy:** Rate of accurate updates and minimal discrepancies in the logistics database.
- **Process Improvement Success:** Tangible improvements in logistics efficiency based on implemented changes and process optimizations.

Minimum Requirements:

Work Experience:

- Supply chain, planning, logistics.

Skills:

- **Advanced Analytical Skills:** Ability to assess data and identify logistics bottlenecks, driving process improvements.
- **Courier & Logistics Coordination:** Expertise in managing courier relationships and coordinating delivery schedules.
- **Communication & Stakeholder Management:** Strong interpersonal skills for managing logistics teams and external courier partners.
- **Time & Project Management:** Capacity to manage multiple tasks, prioritize effectively, and meet deadlines in high-pressure environments.

- Tech Proficiency: Proficiency in logistics systems, and database management, with a focus on accuracy and efficiency.

Languages :

- English.

## 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.

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Division

Operations

Business Unit

Innovative Medicines

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

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

Functional Area

Technical Operations

Job Type

Full time

Employment Type

Regular

Shift Work

No

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