

# Supply Chain Management Expert

Job ID  
REQ-10042107  
Mar 03, 2025  
Mexico

## Summary

Responsible as a specialist for warehouse logistics whilst meeting Pharmaceutical Regulatory and Corporate Guidelines.

## 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.

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Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together?

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Division

Operations

Business Unit

Universal Hierarchy Node

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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include the job requisition number in your message.

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

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