

Senior Team Leader Float

Job ID
REQ-10024200
08 octobre 2024
Mexique

Summary

As the Float Senior Supervisor, you will be working under the direction of the Director of Operations Mexico. This position is responsible for supporting the day-to-day operations of the PSC Program Management teams that provides specialty end-to-end case management services for multiple brands and roles. The individual in this role will focus on helping agents access / utilize Contact Center tech-nology and relevant knowledge content to efficiently conduct case management and access processes for customers. While this role will not have direct reports assigned, critical success factors include knowledge of the various process/tools to handle interactions, the ability to provide intermittent coaching for agents to ensure optimal performance to maintain operations when primary Supervisor is not available.

About the Role

Your responsibilities will include, but are not limited to:

- Indirectly supervise a group of up to 15 agents with responsibility of handling all aspects of patient case management including intake, general inquiries, product / program questions, site specific communication preference management, coverage and access as well services such as free trial offer enrollment, co-pay enrollment, adherence enrollment, etc.
- As a float supervisor your support will be needed multi brand and multifunctions for the active roles within PSC.
- Support the day-to-day operations, escalations, and performance of highly customer-focused contact center which serves customers across channels such as Web, SMS, chatbot, email, e-fax, etc.
- Knowledge of patient facing adherence and/or education programs specifically for compliance adherence, agent coaching/performance enhancement and assurance of optimal patient experience.
- Maintain knowledge of programs and customer workstreams for optimal program performance.
- Monitor performance, attendance, and quality at the team level to drive service excellence and KPI and SLA achievement.
- Manages escalations from Case Managers and provide guidance required to handle customer interactions
- Work with various matrix partners in both the PSC and externally to ensure communication, collaboration and coordination is occurring across teams and that everyone has the information that is needed to do their jobs effectively.
- Collaborates with other Supervisors to provide agent or program specific feedback
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes

What you'll bring to the role:

- Education:
 - Bachelor's degree required; advanced degree preferred (e. RPh, Nursing or other relevant specialty)

Experience:

- Required Experience:
 - Minimum 1+ years of Patient Services, Healthcare, or Contact Center experience
 - Three (1+) years of proven end-to-end case management experience with specialty products, including patient facing interactions.
 - Three (1+) years of experience working with Complex Specialty products in a pharmaceutical/healthcare setting required (such as Biologics, Medical Devices, Oncology, Transplant, Infusion, Rare Disease, etc.)
 - Previous leadership, team building, and performance management or Novartis team leadership experience.
 - Strong critical thinking skills and the ability to multi-task
 - Expertise working with data entry system(s), case management systems, computer software, and telephone/fax technology
 - Excellent phone and verbal communication skills – ability to follow oral and written directions
 - Ability to effectively collaborate with various matrixed Novartis teams
 - Forward thinker who can adapt and grow with the evolving Novartis Patient Support landscape
- Desired Experience:
 - Prior experience leading a team in call center environment
- Other Work Requirements:
 - When working from home, a quiet dedicated space where the employee can work without interruption
 - Ability to work the scheduled work hours, which generally will be an 8-hour schedule with two paid rest breaks and an unpaid lunch break. Schedule times are subject to change.
 - Internal applications must prove track record of meeting internal KPI, such as Quality, Service Level and case productivity
 - **For Patient Support Center (PSC) roles with a dedicated training period:** The individual hired for this role will be required to successfully complete initial training, including passing simulations and become certified to do the role.

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>

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Division
US
Business Unit
Innovative Medicines

Location
Mexique
Site
INSURGENTES
Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.
Functional Area
Accès au marché
Job Type
Full time
Employment Type
Regular
Shift Work
No
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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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