

Associate Director, Forecasting & Capacity Planning

Job ID

REQ-10024388

Oct 04, 2024

USA

Summary

The Associate Director, Forecasting & Planning is a key role, reporting to the Director, Patient Support Center (PSC) Analytics, and is responsible for overseeing the strategy, planning, and financial modeling for Novartis PSC. This individual will help inform the PSC strategic roadmap via demand-capacity planning, competitive benchmarking, and cost-effectiveness analyses with various departments/cross-functional partners. This individual will provide guidance to the Director of Central Operations, who is responsible for implementation of business decision impacting day-to-day operation support.

#LI-Hybrid

About the Role

Key Responsibilities:

- Develop and implement workforce strategy, planning, and analytics for the Novartis Patient Support Center (PSC), in collaboration with the PSC Business Operations team, ensuring effective resource utilization and financial modeling.
- Lead workforce planning and analytics, including short-term and long-term capacity planning across all PSC service lines and activities, based on data, business trends, and anticipated operational intake.
- Provide strategic direction for resource management, accurately forecasting demand and optimizing staff and operational performance across inbound and outbound calls, web, and deferred workload support.
- Collaborate with business partners to create a unified approach to workforce management and drive execution aligned with the vision.
- Utilize advanced workforce planning techniques and tools, such as scenario modeling, trend analysis, predictive modeling, advanced analytics, and cost-effectiveness models to offer insights and recommendations for short-term and long-term labor strategies.
- Ensure accountability and track key performance indicators related to workforce planning and operations, maintaining clear visibility into labor metrics.
- Present complex real-time strategies to senior leadership in a clear and concise manner, promoting understanding, building trust, and gaining support.
- Collaborate with many individuals across NPS and PSC Leaders, PSC Workforce Management, PSC Operations, Training, Marketing, Legal, People & Organizations, Ethics Risk Compliance, Service Business Partners

This position will be located at either the Tempe, AZ or East Hanover, NJ office and will not have the ability to be located remotely. This position will require up to 20% travel as defined by the business (domestic and/ or

international). Novartis is unable to offer relocation support for this role; please only apply if this location is accessible for you.

Hybrid Working Requirements: Ability to work on-site 3 days per week

Travel requirements: Office-based role in either the Phoenix/Tempe metro area or in East Hanover, NJ with occasional travel between offices (anticipating 20%)

What you'll bring to the role:

Education: Bachelor's Degree required; advanced degree preferred (MHA, MBA)

Essential Requirements:

- 5+ years related experience in demand and capacity planning in deferred workload settings (e.g. reimbursement support hubs, insurance, banking, manufacturing), financial planning, or quantitative analysis.
- Possess understanding of patient support hubs or other operational activities requiring queue work.
- Ability to connect and coordinate activities across workforce planning, have strong influencing capability and be extremely proactive in driving results.
- 5+ years' experience writing SQL, ability to develop queries and analyze large data sets and ability to create data visualizations from forecast and productivity models
- High-level of comfort navigating/managing large data sets and drawing out key insights.
- Strong written and oral presentation skills, including comfort delivering presentations to the Executive/Senior Leadership Team.
- Demonstrated expertise with data analytics, forecasting and business acumen.
- Adapt, thrive, and multitask in a demanding workplace while managing pressure, deadlines and conflicting and shifting priorities.

Desirable Requirements:

- 3+ years of experience in patient services, case management, and/or operations. Experience working in a team environment which successfully partners with all Commercial Operations functions
- Experience with PowerBI or Tableau

The pay range for this position at commencement of employment is expected to be between \$144,000 and \$216,000/year; however, while salary ranges are effective from 1/1/24 through 12/31/24, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills and abilities. The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these benefit plans will be provided if an employee receives an offer of employment. If hired, employee will be in an "at-will position" and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:

<https://talentnetwork.novartis.com/network>

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>

EEO Statement:

The Novartis Group of Companies are Equal Opportunity Employers who are focused on building and advancing a culture of inclusion that values and celebrates individual differences, uniqueness, backgrounds and perspectives. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, sex, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status. We are committed to fostering a diverse and inclusive workplace that reflects the world around us and connects us to the patients, customers and communities we serve.

Accessibility & Reasonable Accommodations

The Novartis Group of Companies are 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 application process, or to perform the essential functions of a position, please send an e-mail to us.reasonableaccommodations@novartis.com or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Division

US

Business Unit

Innovative Medicines

Location

USA

Site

Arizona

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

East Hanover, USA

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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