

AD, Patient Support Center - Program Monitoring

Job ID
REQ-10024174

Oct 04, 2024

USA

Summary

The Associate Director, Patient Support Center (PSC) - Program Monitoring leads the PSC quality assurance and case auditing operations and team members. This position works closely with matrixed partners, including ERC and Legal, to create shared quality plans and execute on monitoring and auditing of programs, cases, interactions, processes, and training initiatives managed by the PSC. Critical success factors include the ability to execute on the creation and delivery of contact center quality monitoring and auditing programs, develop strategic partnerships with internal matrixed partners, and leverage various tactics to support cost avoidance such as technologies (AI, Automation) and near- and off-shoring.

#LI-Hybrid

About the Role

Key Responsibilities:

- Building and executing on the design of the people, process, and technology roadmap for the newly created Patient Support Center Program Monitoring team to fully realize scale and efficiencies
- Driving the introduction and establishment of a sustainable and long-term approach to PSC monitoring and auditing that ensures adherence to defined PSC business rules, guidelines, and quality assurance
- Developing and implementing a technology-enabled quality monitoring and auditing framework for the Patient Support Center across all functional Program Management teams and relevant case types
- Responsible for management of any PSC corrective and preventative action (CAPA) plans and PSC audit readiness
- Leading a team of experts across multiple locations (East Hanover, NJ, Tempe, AZ, Mexico City, Mexico and Hyderabad, India) who are responsible for the day-to-day execution of PSC monitoring and auditing activities. Responsible for team performance, engagement, people management (growth/coaching/motivation), adherence to company policies/processes
- Maintain a deep understanding of NPC policies and requirements and perform all responsibilities with integrity and in a manner consistent with company policy and/or guidance
- Supporting the short, mid and long-term operations agenda and priorities for program transitions, new launches, new technologies, and near- and off-shore capabilities
- Supporting partnership with internal stakeholders such as, but not limited to, PSC Program Management, PSC Training, NPS Analytics, NPS Performance Excellence, and NPS Quality Assurance, ERC, and Legal
- Demonstrate a proactive approach to continual improvement by leading with a quality mindset
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes

This position will be located at Tempe, AZ or East Hanover, NJ site for 3 days per week plus be in person as needed during employee training and onboarding and will not have the ability to be located remotely. This position will require 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.

Essential Requirements:

- Bachelor's Degree required; advanced degree preferred (MBA)
- 3+ years of pharmaceutical and/or pharmaceutical vendor experience
- 2+ years of management experience
- Experience in large (200+ agent) contact center operations leadership
- Experience in creating and executing quality monitoring and/or auditing programs for contact center operations
- High awareness and understanding of patient access and reimbursement services, including prior authorization, appeals, and other payer utilization management mechanisms. Knowledge of commercial copay programs, patient assistance programs and foundation support
- Strong interpersonal, communication, influencing and analytical skills. Pro-active, entrepreneurial approach to recognizing needs and anticipating issues and solving problems
- Ability to manage multiple projects and consistently meet deadlines. Demonstrated ability to synthesize information to develop recommendations, and ability to influence matrixed

partners

Desirable Requirements:

- Experience working in a Patient Services contact center. Experience creating operational case audit program/approach to ensure documented processes are being executed properly
- Demonstrated experience leveraging technologies such as AI and automation to optimize and enhance quality monitoring and auditing processes. Demonstrated track record of cultivating partnerships with training organizations to enhance overall quality of training programs

The pay range for this position at commencement of employment is expected to be between \$158,400 and \$237,600/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
Quality

Job Type
Full time

Employment Type
Regular

Shift Work
No

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