

Associate Director- PSS - Case Management " >

Job ID
326759BR
Sep 21, 2021
USA

Job Description

By 2023, Patient and Specialty Services (PSS) is projected to support over 1.4 Million patients and impact nearly \$4B of Novartis's US Pharma revenue. PSS provides mission critical support to Novartis brands by helping patients access medications needed to improve their health.

The creation of an internal Engagement Center is a strategic priority for US Pharma. We have an in-credible opportunity to formulate exciting new partnerships to deliver transformative patient services. The PSS team is uniquely positioned to help support our goal of providing appropriate medications to twice as many patients twice as fast.

The Engagement Center will support all franchises by providing omni-channel customer support and patient access. By leveraging workforce management, technology, and through staff retention and engagement, it will ensure strong alignment with PSS brand goals. The team is committed to helping customers by improving medication delivery.

- If you are customer obsessed.
- If you are energized by leading teams of people through change.
- If you are motivated by measured outcomes.

You should consider joining the Novartis PSS Engagement Center.

Your responsibilities will include, but are not limited to:

- Manage a team of 20-30 customer-facing case managers with responsibility for handling general inquiries, product / program questions, and services such as free trial offer enrollment, co-pay enrollment, adherence enrollment, etc. This work will focus on Novartis's US Pharma specialty brands.
- Monitor and manage the day-to-day operations, and performance of highly customer-focused contact center which serves customers across channels such as Web, SMS, chatbot, email, e-fax etc.
- Accountable for meeting all compliance and regulatory requirements.
- Responsible for driving continuous improvement to ensure performance levels are consistently achieved, customer experience is optimized, and operational objectives & key results are achieved (e.g., increased patient adherence).
- Responsible for managing and applying Lean practices across the value stream to continually improve processes and outcomes.
- Support PSS & brand team to implement new programs and services that best meet the patient needs and offer best in class services.
- Handle escalations from Case Management Team Leads and provide guidance required to handle customer interactions.

- Identify new knowledge / content required for Case Manager to provide PSS services.
- Monitor customer channels such as voice, chat, fax, intelligent chatbot, SMS / text, mail, and e-mail and ensure seamless, consistent and connected customer experience is delivered.
- Ensure Case Managers follow processes and maintain proper documentation, required to meet customer expectations and regulatory / compliance needs.
- Execute experience recovery processes to address situations where customer experience was not optimal, and grievances were reported.
- Maintain knowledge of industry trends and best practices.

Diversity & Inclusion / EEO

The Novartis Group of Companies are Equal Opportunity Employers and take pride in maintaining a diverse environment. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, gender, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status. We are committed to building diverse teams, representative of the patients and communities we serve, and we strive to create an inclusive workplace that cultivates bold innovation through collaboration and empowers our people to unleash their full potential.

Minimum Requirements

Education:

- o Bachelor's Degree required; advanced business degree (MBA) preferred
- Minimal travel as needed

Experience:

- Required Experience:
 - o Minimum three (3+) years of experience in one or a combination of the following: pharmaceutical industry, customer service, call center technology, membership / enrollment, Patient Specialty Services or multi-functional operational environment.
 - o Comprehensive knowledge of Patient Specialty Services, Patient Access Mgmt.
- Desired Experience:
 - o Experience working in a Patient Services contact center
 - o Strong analytical acumen and ability to effectively forecast contact volumes, manage operational scheduling of resources and day-to-day operations
 - o Forward thinker who can adapt and grow with the evolving Patient & Specialty Services landscape
 - o Proficient in PowerPoint and MS Excel
 - o Excellent verbal and written communication skills.
- Therapeutic area experience
 - o No therapeutic area experience required.

You'll receive:

Competitive salary, annual bonus, long term incentive for select levels, health insurance, paid vacation/holidays, potential flexible working arrangements, employee recognition scheme.

Why consider Novartis?

769 million. That's how many lives our products touch. ^{2/4} And while we're proud of that fact, in this world of digital

and technological transformation, we must also ask ourselves this: how can we continue to improve and extend even more people's lives?

We believe the answers are found when curious, courageous and collaborative people like you are brought together in an inspiring environment. Where you're given opportunities to explore the power of digital and data. Where you're empowered to risk failure by taking smart risks, and where you're surrounded by people who share your determination to tackle the world's toughest medical challenges.

Commitment to Diversity & Inclusion:

Novartis embraces diversity, equal opportunity and inclusion. We are committed to building diverse teams, representative of the patients and communities we serve, and we strive to create an inclusive workplace that cultivates bold innovation through collaboration, and empowers our people to unleash their full potential.

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to learn more about Novartis and our career opportunities, join the Novartis Network here:

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

We are Novartis. Join us and help us re-imagine medicine.

Division

PHARMA

Business Unit

US PHARMA

Location

USA

Site

East Hanover, NJ

Company / Legal Entity

Novartis Pharmaceuticals

Functional Area

Marketing

Job Type

Full Time

Employment Type

Regular

Shift Work

No

[Apply to Job](#) [Access Job Account](#)



Job ID

326759BR

Associate Director- PSS - Case Management

[Apply to Job](#) [Access Job Account](#)

Source URL: <https://www.novartis.com/careers/career-search/job-details/326759br/associate-director-pss-case-management>

List of links present in page

- <https://www.novartis.com/careers/career-search/job-details/326759br/associate-director-pss-case-management>
- <https://sjobs.brassring.com/TGnewUI/Search/home/HomeWithPreLoad?PageType=JobDetails&partnerid=13617&siteid=5260&jobid=2744888&AL=1>