

Manager, PSS Program Operations Management " >

Job ID
326756BR
USA

Job Description

Up to 27 potential launches are expected in the next 5 years at Novartis. If serving patients is your passion – this may be the place for you! The US market access environment is changing and will have a direct implication on the way products are brought to market to ensure patients have access to these products.

Responsible for supporting the execution and management of PSS program design and service offerings with our onboarding / hub partner & other associated vendors as applicable. Specifically, the candidate will oversee, coordinate, and support program interactions including: day-to-day program operations, performance management and improvement, third party vendor management, contact centers, and acquisition and distribution channels, . Lastly, this role is an integral part of the overall PSS brand team with the key responsibility to support the program leadership in executing and managing the overall PSS program design and strategic vision.

Your responsibilities will include, but are not limited to:

Provides ongoing support to PSS Leadership on assigned brand(s):

- Works as an integral part of the PSS team - acts as a key point person for resolution of PSS operational issues.
- Manages and liaises between third party vendors and PSS on day-to-day operational needs.
- Provides oversight of third party suppliers and ensures 100% compliance to all task orders and regulatory, privacy and legal policies with these vendors.
- Leads / participates in daily / weekly calls as necessary to be operationally up to speed on all projects and issues with third party vendors.
- Manages vendor SOP development and maintenance process, work instructions (if appropriate), program documents, and business rules etc.
- Continuously evaluates and provides suggested improvement to process/patient flow and retention throughout the program process.
- Acts as a consistent liaison, point-of-contact, and facilitator to enable appropriate discussions and projects between PSS Operations, Brands, Vendors, Managed Markets, Finance, Strategic Sourcing, Field, Information Technology, Analytics, and other business partners and departments related to PSS operational activities.
- Supports / manages successful implementation of any new programs or services launched / administered for PSS and / or at third party vendors including planning, designing, managing, building, and launching along with ensuring adequate staffing for operational support.
- Gains and maintains an in-depth understanding of assigned PSS programs or services and is knowledgeable about executing and implementing new initiatives related to them.
- Understands key operational and program reports to measure business efficiency and manage overall program performance (key performance indicators and service level agreements).
- Assists Program Manager in the development / maintenance of volume forecasts for capacity modeling (vendor workload) and budget containment.

- Coordinates with Program Leadership and vendor on the development/enhancement of operational reports to measure business efficiency that manage overall program performance.
- Coordinates with all applicable stakeholders, implement improvements, and shares best practices within PSS and across business units.
- Coordinates and ensures implementation of program scripts / talking points, forms, letters, service request forms, etc. Assists in the writing of these when applicable. Must be Material Approval Process (MAP) Project Owner Trained. Ensures scripts, forms, letters, etc. are approved by eMAP.

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

What you'll bring to the role:

- Bachelor's Degree, Concentration in marketing is preferred; (PharmD, RN or MBA a plus).

Required Experience:

- 4+ year's background in patient services or similar preferred (including specialty product distribution & capabilities, patient care coordination, operational workflows, and managed care knowledge).
- Vendor management, program management and project management experience preferred.
- Contract/ task order writing and management of the complete contract lifecycle.
- Knowledge of HIPAA and OIG rulings that impact Patient Services.
- Ability to develop, apply and present on required reporting metrics and elements..

Preferred Experience:

- In depth knowledge of specialty product distribution and service company business models
- In-depth knowledge and understanding of patient services challenges and opportunities
- Ability to build relationships, collaborate and influence across a matrix organization.
- Experience with buy-and-bill products
- Experience in the cardiovascular health care space

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. 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.

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

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