

## Adherence Support Coordinator 2

Job ID  
REQ-10050294

4月 25, 2025

Mexico

### 摘要

The Support Coordinator 2 (SC2) is responsible for accurately and efficiently making outbound calls to con-sented patients and caregivers to deliver scripted content in support of the patient ' s ongoing treatment journey. The SC2 educates and delivers messaging regarding the brand, treatment expectations and sup-port tips and resources based on program cadence and content.

The SC2 role supports programs associated with specialty pharmacy or radio ligand therapeutic products for highly complex, rare or orphan diseases.

The SC2 may share appropriate information with patient/caregiver around other resources and services that the PSC may be able to offer or transfer them to the appropriate PSC partner, including their designat-ed Patient Navigator.

The SC2 must have strong communication skills to converse with customers about their treatment journey and able to offer solutions in accordance with approved procedures. The SC2 also receives inbound calls from patients/caregivers that they have been trying to contact.

The SC2 possesses a learning mindset, the ability to accept and implement constructive feedback, and a general aptitude for continual development. In addition, the SC2 possesses the ability to

manage stressful calls as they arise, while reflecting a calm and reassuring tone and attitude for our patients, their families, and their caregivers.

The SC2 triages calls as appropriate to the assigned Patient Navigator (PN) who is responsible for overall case management (if applicable, as some programs may not have PNs). The SC2 also triages to other designated departments/entities per the program business rules.

## About the Role

Your responsibilities will include, but are not limited to:

- Develop and maintain knowledge of product specific adherence services, channels and cadence; broaden program knowledge over time.
- Learn and utilize protocols to respond to customer phone, chat, fax, intelligent chatbot, SMS / text, mail, and e-mail inquiries as well as other communication channels in a prompt and courteous manner.
- Make outbound calls, and other omni channel outreaches to patients/caregivers in assigned case load.
- Answer inbound calls to connect with patient/caregivers that are responding to outbound communications.
- Prepare proper documentation and notifications; perform proper escalation, tracking, and follow-up.
- Work with support and product program teams to transfer customers to other units as needed - ensure that referrals/questions are addressed in a timely, consistent, and organized manner to avoid the delay of care for the patient.
- As applicable, raise innovative ideas to Supervisors in order to drive improved efficiency and effectiveness of the SC2 role.
- Engage in real-time communication with patients, caregivers, healthcare providers, team members, and stakeholders via phone while simultaneously typing accurate and coherent notes, messages, or documentation.
- Ensure all written communication is free from spelling and grammatical errors, maintaining a high standard of professionalism.
- Multitask effectively, balancing verbal and written communication to provide timely and accurate responses.
- Utilize various communication tools and platforms to facilitate seamless interaction and documentation.
- Maintain confidentiality and handle sensitive information with discretion.
- Identify and report adverse events via the established Novartis systems as per applicable processes.

What you ' ll bring to the role:

- Education:
  - High School Diploma required, associate ' s degree or higher preferred.

- Travel requirements:
  - Proximity and ability to commute to work onsite Novartis Mexico City offices, 3 days per week.
- Other Work Requirements:
  - When working from home, a quiet dedicated space with internet/WiFi service or the ability to obtain such service where the employee can work without interruption
  - Ability to work the scheduled work hours, which generally will be an 8-hour shift; Working schedule is either 8:00 am EST - 5:00 pm EST/9:30 am - 6:00 pm EST or 11:00 am EST - 8:00 PM EST, and may be subject to change to support business needs.
  - Ability to complete all calls once they have begun to ensure no interruption of service.
  - 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.
- Required Experience:
  - Minimum 2 years of proven Contact Center Experience (such as Healthcare, Pharmaceuticals, or other industry call center experience) OR BA/BS degree OR US Military experience with honorable discharge in lieu of experience.
  - Excellent written and verbal communication skills - ability to follow oral and written directions.
  - Strong problem-solving and critical thinking skills
  - Experience working with data entry system(s), fax machines, computer software, and telephone technology.
  - Computer literacy in MS Word, MS Teams, Excel.
  - Strong command of spelling, grammar, and punctuation.
  - Excellent multitasking skills and the ability to manage multiple communication channels simultaneously.
  - Strong attention to detail and the ability to produce error-free written communication.
  - Ability to work in a fast-paced environment and handle high-pressure situations with ease.
- Preferred Experience:
  - Minimum of 2+ years of experience supporting complex specialty products in a call center environment in orphan, rare disease or other complex disease states.
  - 1 Year experience administering adherence calls, and other adherence tactics
- Therapeutic area experience
  - No therapeutic area experience required.

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>

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Innovative Medicines

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INSURGENTES

Company / Legal Entity  
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area  
Marketing

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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