

Adherence Supervisor

Job ID
REQ-10050384

4月 25, 2025

Mexico

摘要

As the Supervisor, you will be working under the direction of an Associate Director. This position is responsible for supporting the day-to-day operations of a Patient Support Center Team that oversees Adherence services. The individual in this role will focus on supporting achievement of Key Performance Indicators (KPIs) and Service Level Agreements (SLAs), productivity, quality, and customer service. Responsibilities include helping the agent access / utilize Contact Center technology and access knowledge / content to efficiently manage relevant patient support processes for customers. Critical success factors include [specialization in a specific Novartis US brand and/or payer specialization in the medical and pharmacy payer landscape] and the various process/tools to handle interactions, the ability to provide direct coaching for designated agents to ensure optimal performance, and frequent contributions to operational process expansions and enhancements.

About the Role

Your responsibilities will include, but are not limited to:

- Lead a team of 10-12 Patient Support Center agents who oversee Adherence services.
- Support the day-to-day operations, escalations and performance of highly customer-focused contact center which serves customers across channels such as Web, SMS, chatbot, email, e-fax, phone etc.
- Oversee the case management system use and best practices for case management supporting the patient journey
- Maintain knowledge of Adherence programs and workstreams for optimal program performance.
- Escalate opportunities to drive improved efficiency and effectiveness of customer service to the Associate Director.
- Monitor performance, attendance, and quality at the team level to drive service excellence and KPI and SLA achievement.
- Work closely with Performance Excellence to monitor call and system performance of agents. Ensure monitoring outcomes are pulled through at the agent and team level.
- Schedule coaching, huddles and other sessions to positively impact overall performance and compliance of team.
- Identify trends in team behavior and performance to guide coaching, training, and communication; assist in identification of process improvements.
- Manages escalations and provides guidance required to handle customer interactions.
- Share and encourage best practices for motivating agents; foster a collaborative team environment; foster a culture of innovation.
- Along with the Associate Director, communicate regularly with the team regarding policy changes, improvement opportunities, and procedures.
- Work with various matrix partners in both the PSC and externally to ensure communication, collaboration and coordination is occurring across teams and that everyone has the information that is needed to do their jobs effectively.
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes

What you ' ll bring to the role:

- Education:
 - High School Diploma required; Associates or Bachelor ' s.
- Travel requirements:
 - Proximity and ability to commute to work onsite Mexico City Novartis Offices 3 days per week.
- Required Experience:
 - Additional experience with completing patient information Intake (data entry, obtaining consents) and Reimbursement activities (benefits checks, prior authorizations, billing/coding) is preferred
 - Previous leadership, team building, and performance management or Novartis team leadership experience.
 - Strong critical thinking skills and the ability to multi-task
 - Expertise working with data entry system(s), case management systems, computer software, and telephone/fax technology

- Excellent phone and verbal communication skills - ability to follow and provide oral and written directions
- Ability to effectively collaborate with various matrixed Novartis teams
- Forward thinker who can adapt and grow with the evolving Novartis Patient Support landscape
- Desired Experience:
 - Prior experience leading a team in call center environment
 - Adherence: Two (2+) years of proven case management or adherence program experience [with specialty products.
- Other Work Requirements:
 - When working from home, a quiet dedicated space where the employee can work without interruption
 - Ability to work the scheduled work hours, which generally will be an 8-hour schedule with two paid rest breaks and an unpaid lunch break. Supervisor schedule hours can be [11 am - 8 pm ET], Monday through Friday and may fluctuate between the two depending on team needs. Schedule times are subject to change.
 - 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.

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>

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部门
US

Business Unit
Innovative Medicines

地点
Mexico

站点
INSURGENTES

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

Functional Area
Market Access

Job Type
Full time

Employment Type
Regular

Shift Work
No

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Accessibility and accommodation

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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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