

Supervisor, Adherence

Job ID
REQ-10052255

5月 21, 2025

USA

摘要

This position will be located at the East Hanover, NJ site and will not have the ability to be located remotely. This position will require 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.

As the Supervisor, you will be working under the direction of the 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.

About the Role

Key Responsibilities:

- Lead a team of 5-10 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. Schedule coaching, huddles and other sessions to positively impact overall performance and compliance of team.
- 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.
- 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.
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes

Essential Requirements:

- Education: High School Diploma required; Associates or Bachelor ' s degree preferred
- 2+ years of proven case management or adherence program experience with specialty products
- Additional experience with completing patient information Intake (data entry, obtaining consents) and Reimbursement activities (benefits checks, prior authorizations, billing/coding) is preferred
- Previous people 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

Desirable Requirements:

- Prior experience leading a team in call center environment

Other Work Requirements:

- Ability to work the scheduled work hours, which generally will be an 8-hour shift: Working schedule is either 8:30 am EST – 5:30 pm EST, and may be subject to change to support business needs
- This job requires you live within 90 miles of the East Hanover site of Novartis.
- Proximity and ability to commute to work onsite in East Hanover, NJ for occasional meetings or events, and one week per month (5 days) with team and leadership. Onsite expectations one week per month and occasional meetings or training as needed, and may be subject to change to support business needs.
- When working from home, a quiet dedicated space where the employee can work without interruption
- This position will require holiday support
- 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.

The pay range for this position at commencement of employment is expected to be between \$77,000 and \$143,000 per year; however, while salary ranges are effective from 1/1/25 through 12/31/25, 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:

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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.

部门
US

Business Unit
Universal Hierarchy Node

地点
USA

状态
New Jersey

站点
East Hanover

Company / Legal Entity
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area
Sales

Job Type
Full time

Employment Type
Regular

Shift Work
No

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