

Manager, Patient Services - Customer Support Operations

Job ID
REQ-10061388

9月 09, 2025

USA

摘要

Join Novartis as a Manager, Patient Services - Customer Support Operations and have the opportunity to support product and program strategy for Radioligand (RLT), Cell & Gene and CAR-T therapies, including new launches, program enhancements, system upgrades and liaising with multiple Novartis Patient Service (NPS) Centers of Excellence and cross-functional teams! This role supports ongoing planning, evaluation, measurement, and optimization of short-term and long-term program performance to enable impact for Novartis and patients. This position also oversees day-to-day management and monitoring of all NPS Case Management programs/services and pull-through of customer-facing resources to support field execution of Advanced Technology Platforms (ATP) programs, while collaborating closely with the Associate Director of NPS RLT and assisting in the development, execution, and management of documented processes and information used in the daily work of the ATP Customer Support team.

This position will be based in East Hanover, NJ and will not have the ability to be located remotely. Please note that this role would not provide relocation, and only local candidates will be considered. This position will require up to 5% travel as defined by the business (domestic and/or international).

About the Role

Key Responsibilities:

- Support the development, execution, and maintenance of all key Customer Support documentation used in day-to-day operations including working practice documents (WPDs), work instructions, job aides, call guides, frequently asked questions, and other content.
- Facilitate key program meetings including agenda, pre-reads and meeting minutes and is operationally up to speed on all projects and issues with program management
- Collaborate with NPS Product and Launch Excellence, NPS Quality, NPS Disease State, and Novartis Supply Chain Teams to develop, execute and maintain processes, product roadmaps, associated content and documentations.
- Support successful communication of NPS programs to key stakeholders across the enterprise and assist team in new hire on-boarding, training and management including liaising with training team and maintaining of organization charts.
- Understand key operational metric reports and use them to identify areas of improvement for team discussion and process updates
- Partner with NPS Enterprise Content Design Team to assist in the approval of all documentation content across all stakeholders with materials approval process (MAP) and FUSE
- Help create knowledge management repository to maintain version control of documentation
- Identify and report adverse events via the established Novartis systems as per applicable processes.

Essential Requirements:

- Education: Bachelor ' s degree required; MBA is a plus
- 2+ years of progressive business experience in the biopharmaceutical industry with broad understanding of patient services challenges and opportunities (including specialty pharmacy distribution & capabilities, patient care coordination, operational workflows, and managed care knowledge)
- Demonstrated track record of customer and patient focus including ingrained customer-orientation, feedback and awareness, as well as the patient journey, across comprehensive user experience and NPS program design
- Ability to manage multiple projects and consistently meet deadlines.
- Ability to analyze problems and use critical thinking to identify alternative solutions and implement recommendations for resolution. Detail-oriented problem solver who can make clear decisions while under pressure.
- Strong written and verbal communication skills and with the ability to develop, apply and present on required reporting metrics and elements. Able to simplify complex situations and translate for a broad audience
- Ability to build relationships, collaborate and influence across a matrix organization
- Analytical capabilities to proactively identify program and process issues

Desirable Requirements:

- Experience with specialty, buy-and-bill products, or therapeutic area experience/expertise in oncology, Radioligand (RLT), Cell & Gene or CAR-T
- Prior people management experience and background in vendor management

Novartis Compensation Summary: The salary for this position is expected to range between \$119,700 and \$222,300 per year. The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors. Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards. US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

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:

The Novartis Group of Companies are Equal Opportunity Employers. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, sex, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status.

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
BD&L & Strategic Planning

Job Type
Full time

Employment Type
Regular

Shift Work
No

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