

Performance Excellence Senior Analyst

Job ID
REQ-10061545

9月 08, 2025

India

摘要

The Performance Excellence Senior Analyst is focused on conducting observations and ensuring the quality of the customer interaction between the Case Management and Reimbursement team members (phone agents, Team Leads, Field and other roles as required) and customers. As omni channel capabilities are introduced to the CEC customer journey, this role will support those interactions as well and may include email, SMS/text, chat, and other channels.

This role will ensure a consistent and compliant application of communication techniques, work process document (WPD) procedures and customer service best practices by coaching and delivering feedback to Case Management and Reimbursement team members (phone agents, Team Leads and other roles as required) thereby developing them to a higher level of performance. The Performance Excellence Senior Analyst functions as an information source when special or critical case quality issues occur. This position will work in conjunction with the Case Management, Reimbursement and Workforce Management teams to maintain overall program quality.

About the Role

Key Responsibilities

- Monitor multi-channel customer interactions to ensure quality and compliance standards are consistently met
- Evaluate agent use of systems and documentation to support accurate customer engagement
- Conduct coaching sessions and deliver timely feedback to improve agent performance
- Assess agent adherence to communication materials and customer service best practices
- Identify and report adverse events and product complaints per Novartis protocols
- Collaborate with workforce management to drive productivity and operational excellence
- Document and share performance trends to support contact center development
- Use analytics tools to uncover insights that improve customer and agent satisfaction
- Recommend training and development areas based on quality evaluations
- Support continuous improvement initiatives across Patient Support Center processes

Essential Requirements

- 3-5 years of experience in contact center or quality monitoring roles
- Strong communication skills including active listening, paraphrasing, and detailed feedback delivery
- Proficiency in QA systems such as Genesys, NICE, Verint, or similar platforms
- Ability to adapt to evolving Patient Support Center operations and technologies
- Skilled in motivating and inspiring teams across diverse functions
- Proficient in Microsoft Excel, PowerPoint, Teams, and Word

Desirable Requirements

- Experience working in a Patient Services contact center environment
- Familiarity with reimbursement programs including copay, savings cards, prior authorization, and payer policies

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部门
US

Business Unit
Universal Hierarchy Node

地点
India

站点
Hyderabad (Office)

Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

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