

Supervisor Program Management Float -Multiple roles- East Hanover, NJ or Tempe, AZ (11:00 AM -8:00 PM EST)

Job ID
REQ-10061891

10月 17, 2025

USA

摘要

Location: East Hanover, NJ or Tempe, AZ

Work Schedule: 11:00 a.m. to 8:00 p.m. Eastern Standard Time

As the Float Supervisor, you will be working under the direction of the Associate Director, Case Management or PM Support Mgr. This position is responsible for supporting the day-to-day operations of the PSC Program Management teams that provides specialty end-to-end case management services for multiple brands. The individual in this role will focus on helping agents access / utilize Contact Center technology and relevant knowledge content to efficiently conduct case management and access processes for customers. This role may or may not have direct reports assigned, critical success factors include knowledge of the various process/tools to handle interactions, the ability to provide coaching for agents to ensure optimal performance to maintain operations when primary Supervisor is not available.

About the Role

Your responsibilities will include, but are not limited to:

- Supervise a group of up to 15 agents with responsibility of handling all aspects of patient case management including intake, general inquiries, product / program questions, site specific communication preference management, coverage and access as well services such as free trial offer enrollment, co-pay enrollment, adherence enrollment, etc.
- 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, etc.
- Knowledge of patient facing adherence and/or education programs specifically for compliance adherence, agent coaching/performance enhancement and assurance of optimal patient experience.
- Maintain knowledge of programs and customer workstreams for optimal program performance.
- Monitor performance, attendance, and quality at the team level to drive service excellence and KPI and SLA achievement.
- Manages escalations from Case Managers and provide guidance required to handle customer interactions
- 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.
- Collaborates with other Supervisors to provide agent or program specific feedback
- 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 degree preferred
- Travel requirements:
- Proximity and ability to commute to work onsite in Tempe AZ or East Hanover NJ up to 1-2 weeks per month and for occasional meetings or events

Experience:

- Required Experience:
- Minimum 2+ years of Patient Services, Healthcare, or Contact Center experience
- Two (2+) years of proven end-to-end case management experience with specialty products, including patient facing interactions.
- 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 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
- 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 9-hour schedule with two paid rest breaks and an unpaid lunch break. Supervisor schedule hours willll 11 am - 8 pm ET, Monday through Friday. 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.

Novartis Compensation and Benefit Summary: The pay range for this position at commencement of employment is expected to be between \$77,000.00 and 143,000.00/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.

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>

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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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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