

RLT Account Customer Support Associate - East Hanover, NJ

Job ID
REQ-10065749

10月 31, 2025

USA

摘要

HQ based, East Hanover, NJ - relocation not available - SHIFT 7:30 AM - 4:00 PM

The Associate Account Support role is responsible to complete customer support activities including but not limited to product administration scheduling, associated order management and delivery for Radioligand therapies (RLT) primarily via phone and email.

About the Role

- Complete customer support activities including but not limited to product administration scheduling, associated order management and delivery
- Answer questions from Novartis NPS field associates to provide support to customers. Partner with cross-functional stakeholders to provide accurate and timely customer feedback

- Effectively leverage internal systems for ongoing case management which includes phone and email outreaches, case documentation, and customer inquiry/request resolution.
- Handle interactions and/or cases (with appropriate escalation) as it pertains to navigating product ordering and delivery. Ability to complete all calls once they have begun to ensure no interruption of service.
- Follow protocols for responding to customer inquiries across communications (e.g., phone, chat, fax, iSMS / text, mail, and e-mail) in a prompt and courteous manner
- Prepare proper documentation, and notifications; perform proper escalation, tracking, and follow-up
- Adhere to all applicable Working Practice Documents (WPDs), Work Instructions (WIs) and Compliance Guidelines
- Ability to work the scheduled work hours, which generally will be an 8.5-hour shift with two paid rest breaks and an unpaid lunch break. This position will require holiday support for CS team
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes.

Education (minimum/desirable):

Bachelor's degree required

Languages:

Fluent English, other languages desirable

Experience:

- 1+ years of progressive business experience in the bi-pharmaceutical industry with broad understanding of pharmaceutical sales, marketing, customer and patient services
- Ability to manage multiple projects and consistently meet deadlines
- Strong interpersonal and time management skills, and an ability for productive collaboration across varying departments
- Detail oriented problem solver who can make clearheaded decisions while under pressure
- Strong written and verbal skills
- Proficient in PowerPoint and Excel, telephony and navigating systems related to product ordering and case management preferred
- Ability to work a flexible staggered schedule (early mornings/ later evenings)

- Oncology experience preferred

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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
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

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