

RLT Customer Support Account Lead - East Hanover, NJ

Job ID
REQ-10065753

10月 31, 2025

USA

摘要

HQ based, East Hanover, NJ - relocation not available

The Lead Account Support role will be responsible to lead a regional customer-facing team (up to 6 people) supporting 100 accounts with customer product ordering (new orders, reschedules, manufacturing/delivery updates) and any inquiries. Engagement provided primarily through phone and email. The lead will also guide their respective regional pods on how to effectively address customer support needs. They will serve as experts on relevant technology/systems and knowledge/content. They will be responsible to manage top/high volume accounts (up to 20 accounts) and serve as their main point of contact for all product ordering needs.

About the Role

- Lead regional pod team (up to 6 people) directly interacting and supporting customers

- Manage top/high volume accounts as main point of contact for full order management journey
- Serve as subject matter expert across all elements of customer support including but not limited to customer scheduling, delivery, order management and associated system applications
- Partner with cross-functional stakeholders responsible for product manufacturing and delivering to create solutions to address customer needs
- Demonstrate mastery in handling complex interactions and/or cases as it pertains to navigating product ordering and delivery
- Champion enhancements of protocols to respond 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
- Ability to complete all calls once they have begun to ensure no interruption of service.
- This position will require holiday support for Customer Support (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; Master's degree a plus

Languages:

Fluent English, other languages desirable

Experience:

- 3+ years of progressive business experience in the bi-pharmaceutical industry with broad understanding of pharmaceutical sales, marketing, customer and patient services
- 2+ years of customer service/support experience
- Change management and project management experience
- Ability to lead a team

- 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 clear-headed decisions while under pressure
- Ability to drive results
- Strong written and verbal skills
- Proficient in PowerPoint and Excel, and navigating systems related to product ordering and case management preferred
- Knowledge of pharmaceutical industry regulations, patient privacy and other relevant legal policies and principles
- Ability to work a flexible staggered schedule (early mornings/ later evenings)
- Oncology experience preferred

Leadership Competencies

- People management
- Relationship building
- Problem solving
- Customer/patient-centric mindset
- Strong written and verbal communication skills

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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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