

Specialist, Patient & Specialty Services SOPs & Document Management- Radioligand Therapies - East Hanover, NJ

Job ID
REQ-10065821

11月 05, 2025

USA

摘要

Bringing life-changing medicines to millions of people, Novartis sits at the intersection of cutting-edge medical science and innovative digital technology. As a global company, the resources and opportunities for growth and development are plentiful including global and local cross functional careers, a diverse learning suite of thousands of programs & an in-house marketplace for rotations & project work. With a strong medicines pipeline our current transformation will not just deliver growth for our business but continue to allow us to bring innovative medicines to patients quickly. Within the Novartis Patient and Specialty Services, we have an incredible opportunity to formulate exciting new partnerships to deliver transformative patient and customer support solutions. The PSS team is uniquely positioned to help support our goal of providing appropriate medications to twice as many patients twice as fast.

About the Role

Your responsibilities will include, but are not limited to:

In this role, you will work with the Director, Customer Engagement and be responsible for assisting in the development, execution, and management of documented processes and information used in the daily work of the Patient Support Center.

- Support the development, execution, and maintenance of all key Patient documentation that supports the day to day operations of the team - Key documents may include working practice documents, work instructions, job aides, call guides, frequently asked questions, and other content required for the team to do their job
- Assist in the approval of all documentation with all PSS key stakeholders and with our Materials Approval Process
- Help create knowledge management repository to maintain version control of documentation
- Collaborate with PSS Product, PSS Enterprise Content Design, PSS Quality, and PSS Franchise teams to develop, execute, and maintain content and documents
- Assist team in new hire on-boarding, training, and management, including liaising with training teams and vendor partners
- Champion new processes to improve operational efficiencies, including updates to core business applications
- This is a US based position. No international relocation will be provided for this position. This position will be located at the East Hanover site and will not have the ability to be located remotely. Domestic travel may be required for business meetings.

Minimum requirements:

What you 'll bring to the role: Education:

Bachelor 's Degree required. BA/BS in related field Experience:

- 1+ years of progressive business experience in the biopharmaceutical industry with broad understanding of pharmaceutical sales, marketing, reimbursement and/or patient services
- 2+ years of change management and project management experience
- 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 communication skills

Why Novartis: Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

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:

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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
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

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