

RLT Account Customer Support Associate - East Hanover, NJ - 2 Openings

Job ID
REQ-10069269

1月 09, 2026

USA

摘要

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.

HQ based, East Hanover, NJ - relocation not available, only local candidates will be considered - SHIFT between 6:30 AM - 5:00 PM ET

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 biopharmaceutical 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 clear-headed 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

Location:

- US / East Hanover Based
- No travel required

The salary for this position is expected to range between \$63,630 and \$118,170 per year.

The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors.

Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards.

US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

To learn more about the culture, rewards and benefits we offer our people click [here](#).

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>

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
General Management

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

```
function adjustKalturaPlayer() { var deviceWidth = window.innerWidth ||
document.documentElement.clientWidth || document.body.clientWidth; var mediaElement =
document.getElementById("kulturaplayer6963820d38275023527660"); var mediaContainer =
mediaElement.closest('.nc-kaltura-media'); var originalWidth = "1200px"; var originalHeight = "674px";
var originalWidthValue = parseFloat(originalWidth); var originalHeightValue =
parseFloat(originalHeight); var mediaType = "video"; var isResponsive = false; // Get computed styles
of the container element. var parentStyles = window.getComputedStyle(mediaContainer); var
finalWidth = parseFloat(parentStyles.width); if (finalWidth < originalWidthValue) {
  var config = { targetId:
    "kulturaplayer6963820d38275023527660", provider: { widgetId: "10m7rm1pm", partnerId:
    "2076321", uiConfd: "55802022" }, playback: { autoplay: false, autopause: false,
    allowMutedAutoPlay: false, loop: false }, sources: { options: {} }, startTime: 0 }, plugins: { download: {
    disable: true }, "playkit-js-transcript": { position: "right", // Default: bottom; ('left', 'right', 'top', 'bottom')
    enable transcript. expandMode: "over", // Default: alongside; ('alongside', 'hidden', 'over')
    expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable:
    true }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false },
    components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
    'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
      KalturaPlayer.ui.components.Remove } ] } }, config.plugins.preventSeek = { preventSeekForward:
    false, preventSeek: false }; config.plugins.floating = { disable: true }; config.plugins.navigation = {
    position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; config.plugins['playkit-
    js-hotspots'] = { disable: true }; config.plugins['playkit-js-moderation'] = { disable: true };
    config.plugins['playkit-js-info'] = { disable: true }; config.plugins.share = { disable: true };
    config.ui.uiComponents = []; config.plugins.googleTagManager = {};
    config.plugins.googleTagManager.customEventsTracking = {};
    config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
    config.plugins.googleTagManager.customEventsTracking.custom = [];
    config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
    false, playlistEvents: false, castEvents: false } };

try { var kalturaPlayer = KalturaPlayer.setup(config); // Add the player to the global array. if (typeof
kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var
kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } // Load the Player for other
media. kalturaPlayer.loadMedia({entryId: "1dgfvmafo"}); setTimeout(() => {
  setupAutoPause(kalturaPlayerVideos); }, 500); function setupAutoPause(players) {
```

```
players.forEach((currentPlayer) => { currentPlayer.addEventListener('play', () => {  
  players.forEach((otherPlayer) => { if (otherPlayer !== currentPlayer && typeof otherPlayer.pause ===  
  'function') { otherPlayer.pause(); } });});}); } catch (e) { console.error(e.message) }
```



VIDEO

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3. <https://www.novartis.com/careers/benefits-rewards>
4. <mailto:us.reasonableaccommodations@novartis.com>
5. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/East-Hanover/Job-Posting-Title-RLT-Account-Customer-Support-Associate---East-Hanover--NJ---2-OpeningsREQ-10069269-1>
6. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/East-Hanover/Job-Posting-Title-RLT-Account-Customer-Support-Associate---East-Hanover--NJ---2-OpeningsREQ-10069269-1>