Supervisor, Coverage & Access - Float

Job ID
REQ-10070239

2   05, 2026

USA

#LI-Hybrid

This position will be located at the East Hanover, NJ or Tempe, AZ site and will not have the ability to be located remotely. This position will require travel as defined by the business. Please note that this role would not provide relocation, and only local candidates will be considered.

As the Float Supervisor, you will be working under the direction of the Associate Director, Cover-age and Access. This position is responsible for supporting the day-to-day operations of the PSC Program Management teams that conduct benefit verifications, prior authorization follow ups, and annual re-verification follow ups. The individual in this role will focus on helping agents access /utilize Contact Center technology and relevant knowledge content to efficiently conduct benefit verification calls and follow up calls to check on a patient's coverage for multiple specialty medication products. 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

Key Responsibilities:

- Supervise a group of up to 15 agents with responsibility of handling all aspects of coverage and access for specialty products across multiple therapeutic areas such as oncology, immunology, and renal. Assisting agents with benefit verifications, prior authorization follow ups, and annual reverification support.
- 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.
- Assist agents with the knowledge of pharmacy and medical benefit plan structures, trends, and specialty medication coverage
- 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 Coverage and Access Specialists 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

Essential Requirements:

- **Education:** High School Diploma required; Associates or Bachelor's degree preferred
- Minimum 2+ years of Patient Services, Healthcare, or Contact Center experience
- Two (2+) years of proven coverage and access work across different coverage areas such benefit verification's, prior authorization follow ups, and annual reverification follow ups.
- 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

Desirable Requirements:

- 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 will be 8 am – 5 pm ET, 10am-7pm EST, Monday through Friday. Schedule times are subject to change.
- This position will require holiday support
- 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 Summary:

The salary for this position is expected to range between $85,400 and $158,600 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.

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: Learn about all the ways we'll help you thrive personally and professionally. Read our handbook (PDF 30 MB)

EEO Statement:

The Novartis Group of Companies are Equal Opportunity Employers. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, sex, national origin, age, sexual orientation, gender identity or expression, marital or veteran

status, disability, or any other legally protected status.

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.

US

Business Unit
Marketing

USA

New Jersey

East Hanover

Company / Legal Entity
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1
Arizona, Arizona, USA

Functional Area
Market Access

Job Type
Full time

Employment Type
Regular

Shift Work
No

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VIDEO

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