

## Manager, Enterprise Operations

Job ID  
REQ-10077641

5月 08, 2026

USA

### 摘要

#LI-Hybrid

Location:

The ideal location for this role is the East Hanover, New Jersey site. Relocation may be possible and requires necessary approvals.

The Manager, Enterprise Operations Support is responsible for the efficiency and effectiveness of PSC processes and ways of working for an associated PSC function, which includes intake, case management, coverage and access, and others. As part of the role, the Manager is responsible for the creation of PSC processes and their associated lifecycle and optimization through process mapping and application of best practices. This position works closely with PSC Program Management, as well as cross-functional Novartis Patient Support (NPS) functions, including Disease State Teams (DSTs), Platform Strategy, Launch Excellence, Performance Excellence, and Data Analytics. Critical success factors include the

## About the Role

### Key Responsibilities:

Creating and optimizing PSC processes through process mapping and best practices  
Supporting the operational agenda and priorities for program transitions, new launches, technologies, and capabilities both short-term and long-term  
Collaborating with DSTs, Launch Excellence, and Platform Strategy to execute program transitions and new launch planning, specifically focusing on operational process mapping and enterprise functional operations  
Applying an enterprise lens to all operational processes within the Patient Support Center (PSC) to drive efficiency and effectiveness  
Creating operational process maps for the PSC, leveraging subject matter expertise and aligning with matrixed partners for deployment planning and dependencies  
Participating in Go-To-Market and NPS meetings to understand NPS requirements and translating them into PSC operational needs  
Ensuring efficient and effective PSC processes and ways of working across intake, case management, coverage and access  
Supporting the process and technology roadmap for the newly created Enterprise Operations Support team to fully realize scale and efficiencies  
Collaborating with PSC Program Management, as well as various cross-functional NPS functions like DSTs, Platform Strategy, Launch Excellence, and Performance Excellence

### Essential Requirements:

Education: Bachelor's Degree, advanced degree preferred  
Three years of pharmaceutical, life sciences consulting and/or pharmaceutical vendor experience  
Experience working in a pharmaceutical contact center  
Strong interpersonal, communication, influencing and analytical skills  
Ability to manage multiple projects and consistently meet deadlines  
Working knowledge and understanding of patient access and reimbursement services, including prior authorization, appeals, and other payer utilization management mechanisms  
Knowledge of commercial copay programs, patient assistance programs and foundation support  
Knowledge of HIPAA, patient privacy, and other legal policies applicable to working in a patient support center  
Excels at interacting with a diverse group of people, including line managers and matrixed partners  
Proactive, entrepreneurial approach to recognizing needs and anticipating issues and solving problems

### Desirable Requirements:

Experience in building, implementing, and launching patient support programs as well as partnering with specialty pharmacies  
Novartis confidential and proprietary information

The pay range for this position at commencement of employment is expected to be between \$98,300.00 and \$174,200/year; however, while salary ranges are effective from 1/1/25 through 12/31/25, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills and abilities. The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these benefit plans will be provided if an employee receives an offer of employment. If hired, employee will be in an “at-will position” and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

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:

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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](mailto: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  
Marketing

地点  
USA

状态  
New Jersey

站点  
East Hanover (New Jersey)

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

Functional Area  
Sales

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

```
var config = { targetId: "kalturaplayer69fea80bbfb51281179079", provider: { widgetId:
"10m7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause:
false, allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: {},
sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true,
```

```
showSpeedMenu: false }, css : "/modules/custom/arcticnckalturaaddon/css/kalturavideo.css",
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
KalturaPlayer.ui.components.Remove } ] }; // Check and add plugins only if they exist if
(KalturaPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(KalturaPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", //
Default: bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default:
alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled:
false, printDisabled: false, disable: true }; } if (KalturaPlayer.plugins["preventSeek"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (KalturaPlayer.plugins["navigation"]) {
config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible:
false }; } if (KalturaPlayer.plugins["hotspots"]) { config.plugins["playkit-js-hotspots"] = { disable: true }; }
if (KalturaPlayer.plugins["moderation"]) { config.plugins["playkit-js-moderation"] = { disable: true }; } if
(KalturaPlayer.plugins["info"]) { config.plugins["playkit-js-info"] = { disable: true }; } if
(KalturaPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents =
[]; if (KalturaPlayer.plugins["googleAnalytics"]) { 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: "1_dgfvmafo"}); } catch (e) { console.error(e.message) }
```

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