

AD, Intake and Inbound Teleph.

Job ID
REQ-10010617
Jun 25, 2024
USA

Summary

Novartis is a global company that combines medical science and digital technology to provide life-changing medicines to millions of people. We offer numerous opportunities for growth and development, including global and local cross-functional careers and a wide range of learning programs. Our strong pipeline of medicines ensures continued business growth and enables us to bring innovative treatments to patients quickly. Novartis Patient Support (NPS) plays a crucial role in helping eligible patients access and continue their prescribed medications. We work directly with patients, caregivers, and prescribing customers to provide education and support on access, affordability, acquisition, and adherence programs. Our team has supported millions of patients in the US, assisting over 500,000 patients annually. The Novartis Patient Support Center (PSC) is the central operational function within our organization. We handle all patient, caregiver, and customer transactions related to supporting patient access, including intake, case management, benefits verification, prior authorization, and appeals support, specialty pharmacy triage, and adherence support. We are committed to delivering exceptional customer service, which is measured through service level agreements (SLAs), key performance indicators (KPIs), and net promoter scores.

About the Role

Location: Hybrid Working Requirements. Ability to work on-site (East Hanover, NJ or Tempe, AZ) 3 days per week.

The Associate Director, Intake and Inbound Teleph, reports to the Executive Director, Program Management, and is accountable for the effective management of a team of Supervisors responsible for overseeing the smooth processing of all intake procedures and the progression of cases for the PSC. This role also entails overseeing the electronic collection of missing information and managing the operations and delivery of an inbound telephony team (in applicable situations) that follows a brand agnostic approach. The responsibilities of the Associate Director, Intake, include supervising inbound Start Forms through multiple channels, ensuring the inclusion of all necessary supporting documentation, and guaranteeing accurate data entry into the PSC's Customer Relationship Management (CRM) system to initiate the patient treatment journey.

Key Responsibilities:

- Lead and oversee the intake process for new and/or transitioning programs, initiatives, or requests within the organization.
- Lead and oversee the inbound, brand agnostic telephony team of supervisors for programs requiring call routing and/or general inquiries. Support the development and implementation of standardized procedures and protocols for intake and inbound telephony and appropriate call routing.
- Collaborate with key stakeholders to understand project requirements, timelines, and resource needs at the initial stage of intake and/or inbound telephony services.

- Assess incoming requests, evaluate feasibility, and prioritize based on strategic objectives and available resources.
- Establish clear communication channels and documentation systems to track and manage intake requests from submission to completion.
- Analyze intake and inbound telephony data and metrics to identify trends, bottlenecks, and opportunities for process improvement.
- Work closely with cross-functional teams to streamline workflows, eliminate redundancies, and optimize resource allocation.
- Develop and maintain relationships with internal stakeholders to ensure alignment and buy-in for intake priorities and decisions.
- Prepare regular reports and updates for senior management on intake status, key metrics, and improvement initiatives.
- Collaborates with Performance, Quality, and Excellence (PQE) to monitor call and system performance of Intake Specialists. Ensure monitoring outcomes are executed at the individual and team level. Schedule coaching, huddles and other sessions to positively impact overall performance and compliance of team.
- Maintain knowledge of industry trends and best practices.

What you'll bring to the role:

Education: Bachelor's Degree required; advanced degree preferred (e.g., MHA, MBA)

Internal Engagements: This position will collaborate with many individuals across NPS and PSC Leaders, PSC Operations, Training, Marketing, Legal, People & Organizations, Ethics Risk Compliance, Service Business Partners

Travel requirements: Role is office-based in either the Phoenix/Tempe metro area or in East Hanover, NJ with occasional travel between offices (anticipating 20%)

Hybrid Working Requirements: Ability to work on-site (East Hanover, NJ or Tempe, AZ) 3 days per week

Essential Requirements:

- 2+ years of experience in project management, operations, telephony or a related area, in a leadership role.
- 5+ years of pharmaceutical industry or related industry experience
- Strong analytical skills with the ability to interpret data, identify trends, and make data-driven decisions.
- Prior experience working in a call center/telephony environment (preferred)
- Excellent communication and interpersonal skills, with the ability to build relationships and influence stakeholders at all levels of the organization.
- Strategic thinker with the ability to see the big picture and align intake processes with organizational goals and objectives.
- Proficiency in project management tools and software, as well as Microsoft Office Suite.
- Experience working in a Patient Services contact center in healthcare, life science, manufacturer support programs
- Strong compliance mindset, high level of integrity and ethical judgment

Preferred Qualifications:

- Strong compliance mindset, high level of integrity and ethical judgment, demonstrated experience in fostering compliance with company policies and procedures
- Understanding of privacy laws and regulations including HIPAA and similar state laws

- Successful leadership skills managing a team across multiple locations (both remotely and onsite) with direct reports
- Strong ability to collaborate and work cross-functionally within a matrix environment

Why consider Novartis?

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>

You'll Receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

Commitment to Diversity & Inclusion: Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

Novartis Compensation and Benefit Summary: The pay range for this position at commencement of employment is expected to be between \$144,000.00 and \$216,000.00/year; however, while salary ranges are effective from 1/1/24 through 12/31/24, 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.

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>

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>

EEO Statement:

The Novartis Group of Companies are Equal Opportunity Employers and take pride in maintaining a diverse environment. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, gender, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status. We are committed to building diverse teams, representative of the patients and communities we serve, and we strive to create an

inclusive workplace that cultivates bold innovation through collaboration and empowers our people to unleash their full potential.

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.

Division

US

Business Unit

Innovative Medicines

Location

USA

Site

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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