

Analyst, PSC Workforce Management - 4 Positions

Job ID
REQ-10010633
Jun 27, 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: Phoenix/Tempe metro area, East Hanover, NJ, Mexico City, Mexico, or Hyderabad, India.

Hybrid Working Requirements: Ability to work on-site 3 days per week in hiring location.

The Analyst, PSC Workforce Management will be responsible for the daily Novartis Patient Support Center (PSC) Workforce Management (WFM) operational execution. The role plays a critical part in the ongoing advancement of the PSC into a premier multi-channel and multi-site patient support center by the monitoring of key enterprise and program service levels and, and monitoring key measures of enterprise, program, team, and associate-level productivity.

The Analyst will be a member of the PSC Workforce Management group who will manage the daily operational needs of WFM as the group manages and optimizes multi-site patient support center service levels, productivity, adherence, and scheduling. The role is responsible for their participation in ensuring the WFM group achieves performance goals, meets all project timelines, and embodies the Novartis principles transforming our culture to be more Inspired, Curious and Unbossed.

As an individual contributor role, the Analyst will be responsible for meeting their monthly performance measurements and delivering on their assigned responsibilities. The Analyst is responsible for forecasting volumes in assigned queues, creating associate schedules based on those forecasts, plotting associates into those schedules, onboarding, and off boarding of associates from WFM and applicable systems, overseeing time off tracking and attendance adherence, and performing analysis whenever services levels are at risk.

Your responsibilities will include, but are not limited to:

- Forecasting intra-day volumes and revising forecasts when actuals do not meet forecasts.
- Ensuring that associates are scheduled properly and that the schedules are being adhered to, including the management of breaks and trainings.
- Closely monitoring support queues for any demand increases and take action to address any service level risks.
- Providing clear root cause analysis of any service level misses
- Onboarding new associates into PSC workforce systems
- Offboarding former associates from PSC workforce systems
- Monitoring attendance and the PTO system to ensure proper staffing levels to plan in any given hour.
- Oversee holiday schedule management.
- Provide information to program management leadership on agent productivity and adherence.
- Identify opportunities for innovative automation, workload balancing, queue management, and process changes to increase predictability of the PSC's ability to meet objectives and goals.

This position will be located at either the Phoenix/Tempe metro area, East Hanover, NJ, Mexico City, Mexico, or Hyderabad, India and will not have the ability to be located remotely. This position will require no travel as defined by the business. Please note that this role would not provide relocation and only local candidates will be considered.

What you'll bring to the role:

Education: Bachelor's degree preferred or equivalent combination of education, training, and experience.

Required Experience:

- 1-2 years of direct experience in contact center workforce management, specifically, experience in scheduling, skilling, and vacation management.
- 1-2 years of direct experience working with WFM platforms (Verint, IEX, Genesys WFM, etc.), specifically, forecasting in a workforce tool and analyzing call statistics and designing reports
- 1-2 years of direct experience working with ACD platforms (Avaya, Five9, Genesys, etc.)
- Demonstrated analytical, planning, and communication skills.

Desired Experience:

- Possess thorough understanding of Contact Center operational activities such as customer support on phone, email, and chat channels in addition to deferred workload capacity planning.
- Direct experience working with CRM platforms (Salesforce)
- Direct experience working in a multi-channel, multi-queue, and multi-site contact center.
- Experience working in a pharmaceutical or healthcare vendor contact center.

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.

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>

The pay range for this position at commencement of employment is expected to be between \$84,000 and \$126,000/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.

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

Tempe (Arizona)

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

USA

Alternative Location 2

India

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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