

# Associate Director, NPS Performance Excellence

Job ID  
REQ-10029383  
Nov 19, 2024  
Mexico

## Summary

One of the most important functions in today's biopharmaceutical industry is patient services. As ease of accessing HCP prescribed medications has become more difficult, the ability of a company to build, design, implement, and run dynamic end-to-end patient support offerings has become critical to patients successfully starting and staying on therapy. This role is responsible for managing the people, processes and tools that deliver outstanding Contact Center performance. You will manage a team of analysts assigned to support the Patient Support Center (PSC). The PSC is a Novartis managed, internal PSS Contact Center staffed by these customer facing roles: Reimbursement Specialist, Case Navigator and Intake Specialist.

Your team is responsible for performance evaluation and coaching the customer facing PSC role's use of approved talking points, FAQs, knowledge articles, process, procedure and CRM and telephony-based systems tools employed to support patients, caregivers, payors and/or HCPs via phone and other support channels (email, fax, SMS, IVR as examples).

## About the Role

### Your responsibilities will include, but are not limited to:

- meet and exceed performance metrics, operations reporting, customer satisfaction, and coaching.
- coordinate and lead work for management of performance issues, escalations through to resolution, corrective and preventive actions; provide guidance and advice on performance evaluation as a subject matter expert (SME) and adviser for other teammates, working with the PSC and across PSS.
- play an active role to maintain and build enterprise performance operations tools, methodologies, people and processes
- ability to work effectively as a people manager and in a team structure; maintain strong cross-functional ties with key business partners
- calculate, record and analyze call, case and agent performance data and report and present Key Performance Indicators (KPIs) to management and/or customers; identify areas of greatest need or opportunity for improvement leveraging technology tools employed for call recording, sentiment analysis
- routinely assess training compliance and intervene to address training compliance problems
- as a people manager and leader, you are responsible for performance management, recruiting and interviewing candidates and team culture and satisfaction.

## What you'll bring to the role:

- Bachelor's Degree required.
- PharmD, RN or Master's degree a plus

## Required Experience:

- 5+ years' experience in pharmaceutical hub, case, reimbursement and/or patient services operations
- 5+ years of contact or call center process, call monitoring with a history of leading continuous performance improvement initiatives
- A history of meeting and exceeding performance metrics, operations reporting, customer satisfaction, and coaching.
- Effective leadership skills, including change management for rapidly changing technology and growth in the number of PSC roles on-boarding
- Experienced in establishing and cultivating relationships; able to collaborate effectively with key stakeholders and partners across the organization
- Ability to work in a fast-paced team environment and handle multiple programs and tasks
- Ability to analyze problems, identify alternative solutions and implement recommendations for resolution
- Working with QA monitoring systems such as Genesys, NICE, Verint or other solutions
- Ability to grow with the evolving Patient Support Center landscape
- Ability to build, inspire, and motivate a team
- Travel as required to East Hanover NJ, Tempe AZ, Hyderabad India

## Preferred Experience:

- Knowledge of call center industry practices, reimbursements and payer systems, healthcare protocols and US Healthcare system processes
- Omni channel experience supporting monitoring of voice calls, transcription recordings, chat, SMS, fax
- Use of varied approaches to motivate, engage and grow an employee-centric high performing team
- Ability to work effectively as a people manager and in a team structure; maintain strong cross-functional ties with key business partners
- Experience with effectively managing in a rapidly changing business environment
- Experience with quality monitoring systems, benchmarks, metrics and processes. AI experience a plus.

**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>

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Division

US

Business Unit

Innovative Medicines

Location

Mexico  
Site  
INSURGENTES  
Company / Legal Entity  
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.  
Functional Area  
Quality  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to [tas.mexico@novartis.com](mailto:tas.mexico@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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