

AD, Performance Excellence Internal Operations

Job ID
REQ-10033817
Jan 14, 2025
USA

Summary

This position will be located in East Hanover, NJ and will not have the ability to be located remotely. This position will require travel as defined by the business (domestic and/ or international).

The role of the Associate Director (AD), Performance Excellence Internal Operations Support is end-to-end management of key operations people, technology and operations processes within the Performance Excellence (PE) Center of Excellence (COE). Performance Excellence is an internal support team, and your role helps to enable and ensure our enterprise work is done efficiently and measurably aligned with KPIs, business goals and objectives. This role is the point-of-contact for management of PE internal operations across our global teams located in the US (East Hanover NJ, Tempe AZ), Mexico City MX and Hyderabad, India.

About the Role

Key Responsibilities:

- Ensure day to day operational targets are met for the internal Performance Excellence team and the internal contact centers we support. This may include service levels, management of workload and overseeing PE managers to ensure internal performance metrics are defined, are competitive and support efficient, high quality completion for our programs.
- Provide leadership, mentoring, supervision, and oversight for assigned team members.
- Oversee developmental activities and implementation of new PE processes, quality monitoring tools and reports for the programs we support.
- Overall responsibility for team hiring, training and performance management.
- Oversee the development and ongoing compliance with appropriate SOPs and Quality Standards parameters for internal contact center operations.
- Interface with IT staff to ensure adequate selection and implementation of quality monitoring system, telephony and database support.
- Regular team auditing and review for compliance with KPIs, SLAs, and Novartis policies
- This role is responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes.

Essential Requirements:

- **Education:** Bachelor's Degree required. MBA or other graduate degree a plus
- 6-8 years experience in contact center quality monitoring operations and technology.
- History developing performance management scorecards, processes and end user technology

requirements.

- Patient services or similar (including specialty pharmacy distribution & capabilities, patient care coordination, operational workflows, and managed care knowledge)
- Operations and process management experience with a history of supporting change from an entrepreneurial to enterprise operations focus.
- Good communication skills that enable team collaboration and performance outcomes
- Ability to develop, apply and present on processes, Ways of Working and other initiatives.
- Highly proficient in MS Office tools, quality monitoring and contact center results analysis, reporting. Experience working with Verint, Five9 and other quality monitoring systems; AI solution experience a plus.
- History of effectively leading and managing teams

Desirable Requirements:

- Knowledge of specialty product distribution and/or service company business models
- In-depth knowledge and understanding of patient services challenges and opportunities
- Six Sigma certification

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.

The pay range for this position at commencement of employment is expected to be between \$126,000 and \$234,000 per 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>

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>

Benefits and Rewards: Read our handbook to learn about all the ways we’ll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

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.

Division

US

Business Unit

Innovative Medicines

Location

USA

State

New Jersey

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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