

Manager, Patient Support Center, SOPs & Document Management

Job ID
REQ-10046091
Mar 28, 2025
USA

Summary

The Manager of Patient Support Center Documentation Management is responsible for implementing the strategic vision of the Patient Support Center (PSC) to assist eligible patients in starting and staying on prescribed Novartis medications. This role involves conducting needs assessments, evaluating the effectiveness of documentation, and ensuring that documentation and related processes are aligned across matrixed teams within the PSC.

In collaboration with the Specialist of PSC Documentation Management, the Manager will oversee the documentation lifecycle for relevant functional areas, including authoring, revising, and deprecating documents as needed. This position works closely with PSC Program Management and various cross-functional Novartis Patient Support (NPS) teams, such as Disease State Teams (DSTs), Platform Strategy, Launch Excellence, Performance Excellence, and Data Analytics.

This role is required to be in one of our hubs: East Hanover, NJ or Tempe, AZ. This person is required to be in 3x/week.

Novartis will not sponsor visas for this position.

About the Role

Key Responsibilities:

- Partnering with PSC Program Management and cross-functional teams
- Executing program transitions and new launch planning, collaborating with DSTs, Launch Excellence, Platform Strategy, Operations Support, Training & Development, Program Management, and Operational Excellence teams.
- Taking accountability for authoring and revising PSC documentation for the relevant functional area.
- Conducting needs assessments and evaluate the effectiveness of documentation within the PSC.
- Collaborating with the Specialist, PSC Documentation Management to oversee the lifecycle of relevant functional area's documentation (authoring, revisions, and deprecation).
- Ensuring an enterprise lens is applied to all operational documentation for maximum operational efficiencies and effectiveness within the PSC.
- Ensuring alignment of documentation and associated processes across matrixed teams within the PSC's functional area.
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes.

Essential Requirements:

- Bachelor's Degree; Advanced degree preferred
- Collaborate with many individuals across NPS and PSC Leaders, PSC Operations, Training, Marketing, Legal, People & Organizations, Ethics Risk Compliance, Service Business Partners
- Role is office-based in either the Phoenix/Tempe metro area or in East Hanover, NJ

Required Experience:

- 3+ years of experience in pharmaceutical, life sciences consulting, or pharmaceutical vendor roles
- Proficiency in technical writing
- Previous experience working in a Patient Services contact center
- Knowledge and understanding of patient access and reimbursement services, including prior authorization, appeals, and other payer utilization management methods
- Familiarity with HIPAA, patient privacy regulations, and other legal policies relevant to working in a patient support center
- Experience in change management and project management, with the ability to handle multiple projects and meet deadlines consistently.
- Proficiency in delivering presentations, communicating effectively in both small and large group settings, and in Microsoft-based programs (Word, PowerPoint, Excel)

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Novartis Compensation and Benefit Summary: The pay range for this position at commencement of employment is expected to be between \$112,800 - \$169,200 / 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.

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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

Universal Hierarchy Node

Location

USA

State

New Jersey

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Quality

Job Type

Full time

Employment Type

Regular

Shift Work

No

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