

Manager, Intake Program Management Support

Job ID

REQ-10051517

May 12, 2025

USA

Summary

This position will be located at the East Hanover, NJ site 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 Manager, Intake Program Management Support is responsible for supporting the Associate Director(s) in day-to-day operations of high-volume specialty programs. The Manager will collaborate with colleagues in Program Management, PSC Training, PSC Business Operations, NPS disease state partners, NPS People & Organization, and other applicable teams to pull through processes and solutions that provide a seamless customer service experience for customers of the program. This role will also support the Associate Director(s) in oversight, coaching and development of the Intake Specialist Supervisor team.

About the Role

Key Responsibilities:

- Oversight of the program management team operations for new and/or transitioning programs, initiatives, or requests within the organization including the Intake Specialist team of Supervisors
- Collaborate with key stakeholders to understand project requirements, timelines, and resource needs to support program execution.
- Pull through the incoming requests and priorities based on strategic objectives and available resources at the direction of the Associate Director.
- Reinforce program performance metrics and execution to follow program job aides, work instructions and other documented processes and business rules.
- Work closely with cross-functional teams to streamline workflows, eliminate redundancies, and optimize resource allocation.
- Develop and maintain relationships with Supervisor team to ensure accountability and assist with growth and development activities including coaching at the request or direction of the Associate Director.
- Collaborates with Performance, Quality, and Excellence (PQE) to monitor call and system performance of program team. Ensure monitoring outcomes are executed at team level.
- Schedules Supervisor coaching, huddles and other sessions to positively impact overall performance and compliance of team at the direction of the Associate Director.
- Complete 'special projects' assignments from the Associate Director that supports program operations such as case audits, case cleanup and other business critical items.
- Maintain knowledge of industry trends and best practices. Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes

Essential Requirements:

- **Education:** Bachelor's Degree required; advanced degree preferred (e.g., MHA, MBA)
- 2+ years of experience in pharmaceutical, healthcare or payer operations call center in a people leadership role.
- Direct experience in employee development including performance management and coaching
- Experience working in a Customer Relationship Management system (CRM), Salesforce preferred
- Excellent communication and interpersonal skills, with the ability to build relationships and influence stakeholders at various levels of the organization. Highly customer service driven, team oriented and have a focus on business partnering skills
- Strategic thinker with the ability to see the big picture and align processes with organizational goals and objectives.
- Proficiency in Microsoft Office Suite (Excel, Word, PowerPoint)
- Strong compliance mindset, high level of integrity and ethical judgment
- Ability to simultaneously manage multiple projects (multi-task) in a fast-paced environment in order to meet aggressive deadlines.
- Ability to be flexible in a continually changing environment in order to achieve business needs. Passion for problem solving and taking on challenges.

Desirable Requirements:

- 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

Other Work Requirements:

- Must be flexible on schedule and hours to accommodate an 8AM to 8PM operational schedule
- May be required and scheduled to work on Novartis US holidays as determined by business need

The pay range for this position at commencement of employment is expected to be between \$89,600 and \$166,400 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>

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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

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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