

Support Coordinator 2 (Multiple Positions)

Job ID
REQ-10052240
Jun 04, 2025
USA

Summary

This position will be located at the East Hanover, NJ site and will not have the ability to be located remotely.

The Support Coordinator 2 (SC2) is responsible for accurately and efficiently making outbound calls to consented patients and caregivers to deliver scripted content in support of the patient's ongoing treatment journey. The Support Coordinator 2 educates and delivers messaging regarding the brand, treatment expectations and support tips and resources based on program cadence and content. This role supports programs associated with specialty pharmacy or radio ligand therapeutic products for highly complex, rare or orphan diseases.

The Support Coordinator 2 may share appropriate information with patient/caregiver around other resources and services that the PSC may be able to offer or transfer them to the appropriate PSC partner, including their designated Patient Navigator. The SC2 also triages to other designated departments/entities per the program business rules.

About the Role

Key Responsibilities:

- Develop and maintain knowledge of product specific adherence services, channels and cadence; broaden program knowledge over time.
- Learn and utilize protocols to respond to customer phone, chat, fax, intelligent chatbot, SMS / text, mail, and e-mail inquiries as well as other communication channels in a prompt and courteous manner.
- Make outbound calls, and other omni channel outreaches to patients/caregivers in assigned case load.
- Answer inbound calls to connect with patient/caregivers that are responding to outbound communications.
- Prepare proper documentation and notifications; perform proper escalation, tracking, and follow-up.
- Work with support and product program teams to transfer customers to other units as needed - ensure that referrals/questions are addressed in a timely, consistent, and organized manner to avoid the delay of care for the patient.
- As applicable, raise innovative ideas to Supervisors in order to drive improved efficiency and effectiveness of the SC2 role.
- Engage in real-time communication with patients, caregivers, healthcare providers, team members, and stakeholders via phone while simultaneously typing accurate and coherent notes, messages, or documentation. Utilize various communication tools and platforms to facilitate seamless interaction and documentation.
- Multitask effectively, balancing verbal and written communication to provide timely and accurate

- responses. Ensure all written communication is free from spelling and grammatical errors, maintaining a high standard of professionalism. Maintain confidentiality and handle sensitive information with discretion.
- Identify and report adverse events via the established Novartis systems as per applicable processes.

Essential Requirements:

- **Education: High School Diploma required, Associate's degree or higher preferred.**
- Minimum 2 years of proven Contact Center Experience (such as Healthcare, Pharmaceuticals, or other industry call center experience) OR BA/BS degree OR US Military experience with honorable discharge in lieu of experience.
- Excellent written and verbal communication skills – ability to follow oral and written directions. Strong command of spelling, grammar, and punctuation.
- Strong problem-solving and critical thinking skills
- Experience working with data entry system(s), fax machines, computer software, and telephone technology.
- Computer literacy in MS Word, MS Teams, Excel.
- Excellent multitasking skills and the ability to manage multiple communication channels simultaneously.
- Strong attention to detail and the ability to produce error-free written communication.
- Ability to work in a fast-paced environment and handle high-pressure situations with ease.

Desirable Requirements:

- Minimum of 2+ years of experience supporting complex specialty products in a call center environment in orphan, rare disease or other complex disease states.
- 1 Year experience administering adherence calls, and other adherence tactics

Other Work Requirements:

- Ability to work the scheduled work hours, which generally will be an 8-hour shift: Working schedule is either 8:30 am EST – 5:30 pm EST, and may be subject to change to support business needs
- This job requires you live within 90 miles of the East Hanover site of Novartis.
- Proximity and ability to commute to work onsite in East Hanover, NJ for occasional meetings or events, and one week per month (5 days) with team and leadership. Onsite expectations one week per month and occasional meetings or training as needed, and may be subject to change to support business needs.
- When working from home, a quiet dedicated space where the employee can work without interruption
- This position will require holiday support
- For Patient Support Center (PSC) Roles with a Dedicated Training Period: The individual hired for this role will be required to successfully complete initial training, including passing simulations and become certified to do the role.

The pay range for this position at commencement of employment is expected to be between \$55,000 and \$102,200 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 or change 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:

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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

Universal Hierarchy Node

Location

USA

State

New Jersey

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Market Access

Job Type

Full time

Employment Type

Regular

Shift Work

No

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