

# **Supervisor Case Management - Inbound Telephony -East Hanover, NJ or Tempe, AZ**

Job ID  
REQ-10052268  
May 22, 2025  
USA

## **Summary**

Novartis is a global company that combines medical science and digital technology to provide life-changing medicines to millions of people. We offer numerous opportunities for growth and development, including global and local cross-functional careers and a wide range of learning programs. Our strong pipeline of medicines ensures continued business growth and enables us to bring innovative treatments to patients quickly.

Novartis Patient Support (NPS) plays a crucial role in helping eligible patients access and continue their prescribed medications. We work directly with patients, caregivers, and prescribing customers to provide education and support on access, affordability, acquisition, and adherence programs. Our team has supported millions of patients in the US, assisting over 500,000 patients annually.

The Novartis Patient Support Center (PSC) is the central operational function within our organization. We handle all patient, caregiver, and customer transactions related to supporting patient access, including intake, case management, benefits verification, prior authorization and appeals support, specialty pharmacy triage, and adherence support. We are committed to delivering exceptional customer service, which is measured through service level agreements (SLAs), key performance indicators (KPIs), and net promoter scores.

As the Supervisor, you will be working under the direction of an Associate Director. This position is responsible for supporting the day-to-day operations of a Patient Support Center Team that oversees [brand or brand agnostic] services. The individual in this role will focus on supporting achievement of Key Performance Indicators (KPIs) and Service Level Agreements (SLAs), productivity, quality, and customer service. Responsibilities include helping the agent access / utilize Contact Center technology and access knowledge / content to efficiently manage relevant patient support processes for customers. Critical success factors include [specialization in a specific Novartis US brand and/or payer specialization in the medical and pharmacy payer landscape] and the various process/tools to handle interactions, the ability to provide direct coaching for designated agents to ensure optimal performance, and frequent contributions to operational process expansions and enhancements.

## **About the Role**

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

- Lead a team of 10-12 Patient Support Center agents who oversee [brand or brand agnostic] services.

- Support the day-to-day operations, escalations and performance of highly customer-focused contact center which serves customers across channels such as Web, SMS, chatbot, email, e-fax, phone etc.
- Oversee the case management system use and best practices for case management supporting the patient journey
- Maintain knowledge of [brand / payer] programs and [customer / payer] workstreams for optimal program performance.
- Escalate opportunities to drive improved efficiency and effectiveness of customer service to the Associate Director.
- Monitor performance, attendance, and quality at the team level to drive service excellence and KPI and SLA achievement.
- Work closely with Performance Excellence to monitor call and system performance of agents. Ensure monitoring outcomes are pulled through at the agent and team level.
- Schedule coaching, huddles and other sessions to positively impact overall performance and compliance of team.
- Identify trends in team behavior and performance to guide coaching, training, and communication; assist in identification of process improvements.
- Manages escalations and provides guidance required to handle customer interactions.
- Share and encourage best practices for motivating agents; foster a collaborative team environment; foster a culture of innovation.
- Along with the Associate Director, communicate regularly with the team regarding policy changes, improvement opportunities, and procedures.
- Work with various matrix partners in both the PSC and externally to ensure communication, collaboration and coordination is occurring across teams and that everyone has the information that is needed to do their jobs effectively.
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes

#### **What you'll bring to the role:**

- Education:
- High School Diploma required; Associates or Bachelor's degree preferred
- Travel requirements:
- Proximity and ability to commute to work onsite in East Hanover, NJ or Tempe, AZ, 1- 2 weeks per month and for occasional meetings or events
- Required Experience:

- [Intake: Two (2+) years of general office experience or equivalent training. Minimum of one (1) year of data entry/computer experience in an office or healthcare related environment.]
- Additional experience with completing patient information Intake (data entry, obtaining consents) and Reimbursement activities (benefits checks, prior authorizations, billing/coding) is preferred
- Previous leadership, team building, and performance management or Novartis team leadership experience.
- Strong critical thinking skills and the ability to multi-task
- Expertise working with data entry system(s), case management systems, computer software, and telephone/fax technology
- Excellent phone and verbal communication skills – ability to follow and provide oral and written directions
- Ability to effectively collaborate with various matrixed Novartis teams
- Forward thinker who can adapt and grow with the evolving Novartis Patient Support landscape
- Desired Experience:
- Prior experience leading a team in call center environment
- [Therapeutic area experience]
- [Disease State] [Specialty products] experience
- Other Work Requirements:
- When working from home, a quiet dedicated space where the employee can work without interruption
- Ability to work the scheduled work hours, which generally will be an 8-hour schedule with two paid rest breaks and an unpaid lunch break. Supervisor schedule hours can be 8 am – 5 pm ET or [9am-6pm ET] [10am – 7pm ET] [11 am – 8 pm ET], Monday through Friday and may fluctuate between the two depending on team needs. Schedule times are subject to change.
- **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 \$77,000 and \$143,000/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.

**Join our Novartis Network:** If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here:

<https://talentnetwork.novartis.com/network>

**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](mailto: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

Arizona

Site

Arizona

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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