

Manager, Program Management Support (Patient Support Center)

Job ID
REQ-10055976
Jun 24, 2025
USA

Summary

This position will be located in either Tempe, AZ or in East Hanover, NJ and will not have the ability to be located remotely. This position will require up to 20% travel between Tempe and East Hanover offices as defined by the business.

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.

The Manager, 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 Coverage & Access team.

About the Role

Key Responsibilities:

- Oversight of the program management team operations to support Supervisors with for new and/or transitioning programs, initiatives, or requests within the organization
- 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 (both within Novartis as well as external partners) 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 (where applicable), 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)

Experience:

- 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.
- Excellent communication and interpersonal skills, with the ability to build relationships and influence stakeholders at various levels of the organization
- 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. Highly customer service driven, team oriented and have a focus on business partnering skills.

Desirable Requirements:

- Experience working in a Customer Relationship Management system (CRM), Salesforce
- 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

Novartis Compensation and Benefit Summary: The pay range for this position at commencement of

employment is expected to be between \$89,600.00 and \$166,400.00 a 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

Universal Hierarchy Node

Location

USA

State

New Jersey

Site

East Hanover

Company / Legal Entity
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation
Alternative Location 1
Tempe (Arizona), Arizona, USA
Functional Area
Sales
Job Type
Full time
Employment Type
Regular
Shift Work
No
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