

# AD, NPS Analytics – LEAP Operations

Job ID  
REQ-10012767  
Juni 24, 2024  
USA

## Summary

Up to 27 potential launches expected in the next 5 years at Novartis. The Novartis Patient Support team is at the forefront of transforming how the industry helps patients get access to treatment. Do you want to be part of a team that puts patients first with a strong focus on reimagining patient-centric initiatives? We'd love to hear from you.

One of the most important functions in today's pharmaceutical industry is patient services. As ease of accessing HCP prescribed medications has become more difficult, the ability of Pharma to build, design, implement, and run dynamic end-to-end patient support offerings has become absolutely critical to a patient's success.

The Associate Director, NPS Analytics– Leap Operations will lead a team of analytics experts focusing on operational data in support primarily of the Patient Support Center (PSC). This role will require mastery of different data sources and analytical methods. Systems will include Google Analytics, Salesforce CRM and Marketing Cloud, AWS and Genesys, among others. This role will provide both real time and longer-term analytics to support the operations and planning of the PSC.

## Major Accountabilities

- Strong understanding of patient access and reimbursement operations, including patient onboarding, co-pay, adherence and reimbursement services
- Demonstrate deep understanding of the patient services internal and vendor landscape, including Benefit Investigation, Prior Authorization, Co-pay, patient & practice authorizations, consent / opt-outs, and ongoing refill management solutions, for all product archetypes.
- Define and oversee the implementation of an analytics roadmap for the Patient Support Center (PSC) that delivers operational reporting and analytics solutions for all stakeholders
- Establish operational metrics, KPIs and power stats in partnership with the PSC teams, and oversee the development of operations dashboards that provides visibility into performance
- Data storytelling to build a compelling narrative based on complex data and analytics that help influence and inform key strategic decisions for leadership
- Drive decision making via a disciplined, hypothesis-driven approach and shape the findings into leadership presentations highlighting key actions
- Drive operational effectiveness by creating root-cause analysis into programs and summarizing recommendations for PSC leadership
- Champion new innovative analytical solutions (data science, artificial intelligence etc...) in operations to help deliver personalized and customized experience to our patients
- Manage data vendor staff for timely delivery of reporting and analytics

## About the Role

**Ideal Background** (State the preferred education and experience level)

**Education (minimum/desirable):**

- Bachelor of Science degree required
- Advanced degree (MS or MBA) preferred
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**Languages:**

- Fluent English

**Experience:**

- 5 + years of progressive analytics experience with demonstrated ability in leading and building data-driven teams
- Minimum 2 years of experience in patient services and reimbursement operations, either in Pharma or at reimbursement HUBs
- Demonstrated experience of delivering real-time operational insights in Patient services and reimbursement operations, strongly preferred.
- Demonstrated ability into working with data from CRM platforms, telephony systems, electronic reimbursement systems, pharmacy, Co-pay etc.
- Demonstrated ability in championing the use of innovative data science solutions to drive change in operations
- Experience analysing complex situations, integrating & synthesizing data from various sources, establishing a complete cohesive picture and delivering actionable insights
- Strong communication skills and ability to translate technical information into simple insights for leaders
- Experience in driving results in a matrix organization
- Proven self-starter and ability to deliver strongly in a “hands-on” role

The ideal location for this role is Pheonix, AZ or East Hanover, NJ. Please note that this role would not provide relocation as a result. If associate is remote, all home office expenses and any travel/lodging to specific East Hanover for periodic live meetings will be at the employee’s expense. The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager. This position will require 20% travel.

**Leadership Competencies**

- Leadership, problem solving and decision making
- Analytical thinking, communication /teamwork, planning and organizing
- Excellent written and oral communication skills, including the ability to translate a complex reports and analysis easy to understand presentations; proven ability to effectively present results to internal clients up to the executive level
- Business Acumen - ability to link multiple insights across brands and channels to generate insights, prioritize business questions and develop effective recommendations
- Learning agility: ability to pick up new trends and learn quickly
- Demonstrated partnering and influencing skills, stakeholder management, project management, people management
- Solid understanding of analytics in the pharma and patient services industry
- Coaching and identifying process improvement opportunities

The pay range for this position at commencement of employment is expected to be between \$144,000.00 and \$216,000.00 per year; however, while salary ranges are effective from 1/1/24 through 12/31/24, 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>

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Division

US

Business Unit

Innovative Medicines

Standort

USA

Site

Arizona

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

East Hanover, USA

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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inclusive workplace that cultivates bold innovation through collaboration and empowers our people to unleash their full potential.

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Major Accountabilities ~ Steigern Sie Ihr wettbewerbsfähiges Umsatzwachstum ~ Identifizierung und Priorisierung von Kunden mit hohem Potenzial durch Datenanalyse (HCPs und Stakeholder), die

Verschreibungsentscheidungen beeinflussen ~ Steigern Sie die Vertriebsleistung durch die geschickte Orchestrierung positiver Kundenerlebnisse ~ Engagieren und Beziehungen aufbauen ~ Führen Sie wertorientierte Gespräche (persönlich und virtuell), um kritische Kundenherausforderungen, Entscheidungstreiber, Schwachstellen und Chancen zu verstehen ~ Personalisieren und orchestrieren Sie Customer Engagement Journeys für HCPs,

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