

Manager, Programs & Systems Training (Multiple Positions)

Job ID

REQ-10016531

Jul 23, 2024

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.

About the Role

The Manager, Programs & Systems Training will be aligned to intake, program case management, coverage and access, and/or system training functions, and will be responsible for supporting the creation of program and system curricula, supporting MAP/FUSE approval, and facilitating trainings for new hires and continuous learnings.

Your responsibilities will include, but are not limited to:

- Assist the Associate Director, Systems Training with creating product programs and system curricula, as well as operational plans and trainings for transitioning brands, new launches, label expansions/updates, program sunsets, and routine system updates.
- Conduct trainings using adult learning principles to enhance agent competency and knowledge retention of training curricula.
- Ensure high-quality delivery of training through various methods such as live and virtual facilitation, train-the-trainer sessions, peer-based teaching, guided practice sessions, experiential learning, and problem-solving activities, utilizing appropriate technologies.
- Execute pull-through opportunities and provide refresher trainings for curricula.
- Implement competency models, needs assessments, simulations, and certifications to ensure supervisors

and agents are ready and proficient in specific branded programs (e.g., onboarding, copay, benefits verification, adherence), systems (e.g., Salesforce, Genesys), technologies (e.g., triage, eFax, portals), and business applications (e.g., artificial intelligence, electronic benefits verification/prior authorization, government checks).

- Demonstrate subject matter and technical expertise in the assigned function, including knowledge of business processes, operational flows, program design, and operational challenges in areas such as intake, program case management, reimbursement, and/or systems training.
- Maintain up-to-date trainings that effectively emphasize compliance reporting requirements, including reporting technical complaints, adverse events, and special case scenarios related to Novartis products within 24 hours of receipt.

What you'll bring to the role:

Education: Bachelor's degree preferred or equivalent combination of education, training, and experience.

Internal Engagements: This position will collaborate with many individuals across NPS and PSC Leaders, PSC Operations, Training, Marketing, Legal, People & Organizations, Ethics Risk Compliance, Service Business Partners

Travel requirements: Role is office-based in either the Phoenix/Tempe metro area or in East Hanover, NJ with occasional travel between offices (anticipating 20%)

Hybrid Working Requirements: Ability to work on-site (East Hanover, NJ or Tempe, AZ) 3 days per week. Novartis is unable to offer relocation support for this role; please only apply if one of the work locations are accessible for you.

Required Experience:

- At least two years of a successful track record supporting patient services, ideally across multiple therapeutic areas and/or roles.
- Previous experience working with systems, technology and business applications (Salesforce CRM, LMS systems, Microsoft suite, Outlook, Publisher, Project and Visio).
- Experience working with contact centers and/or central support operations, including but not limited to hub/pharma functions, case management, benefit verification, etc.
- Skilled in public speaking and facilitation of training classes for in person and remote teams.
- Strong interpersonal, communication, influencing and analytical skills.
- Ability to manage multiple projects and consistently meet deadlines.
- Excels at interacting with a diverse group of people, including line managers and matrixed partners.

Preferred Qualifications:

- Work experience in a training and development capacity in the pharmaceutical or healthcare industry
- Experience building training program curriculum, designing content and facilitating training for business systems and technology. Key understanding of Adult Learning Principles, Curriculum Design, Instructional Design, Adult Learning Principles, Learning Analytics & Measurement.

Commitment to Diversity and Inclusion: Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

You'll Receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

The pay range for this position at commencement of employment is expected to be between \$80,000 and \$120,000/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.

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>

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Division

US

Business Unit

Innovative Medicines

Location

USA

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

Arizona, USA

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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The Novartis Group of Companies are Equal Opportunity Employers and take pride in maintaining a diverse environment. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, gender, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status. We are committed to building diverse teams, representative of the patients and communities we serve, and we strive to create an inclusive workplace that cultivates bold innovation through collaboration and empowers our people to unleash their full potential.

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EEO Statement :

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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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