

# Associate Director, Case Management GTx

Job ID  
REQ-10022411  
Sep 16, 2024  
USA

## Summary

The Associate Director, Case Management is responsible for the brand specific program's operational health and serves as a single point of contact for program needs with key stakeholders. The AD holds high level responsibility for management of the Customer Support Associate/Specialist work responsibilities, ensuring all activities are compliant with Novartis policies and procedures.

Location: The ideal location for this role is East Hanover, NJ site but remote work may be possible (there may be some restrictions based on legal entity). 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 NJ site 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 some travel.

## About the Role

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

- Lead, coach and motivate a dedicated team of Customer Support Associate/Specialist aligned to the therapeutic area and/or brand-specific program.
- Responsible for ongoing growth and development of team, including ensuring completion of training on marketplace and therapy area changes, and managing their performance against set objectives.
- Managing the workload and assigned responsibility scope to ensure appropriate coverage of physicians offices and/or external stakeholders involved in the product ordering and delivery process, as well as aligned access & reimbursement field partners.
- Seeking ways to improve the provider experience and working cross-functionally to develop and implement improvements to the program.
- Support development and implementation of new patient support programs or operational processes required for new brand launches, line extensions, or otherwise evolving patient needs.
- Implement process improvements across support platforms, inclusive, but not limited to Salesforce case management, Genesys telephony, and GPS shipment tracking as appropriate.

### Required Experience:

- Bachelor's Degree required; advanced degree preferred, including but not limited to PharmD, RPh, PA, etc.
- 5+ years of experience in pharmaceutical, biotech, access/reimbursement, patient support center or related/applicable industry.
- 2+ years of people management/leadership experience.

- Comprehensive knowledge of Case Management processes.
- Successful experience in hiring, developing, and managing diverse high performing teams towards meeting and exceeding objectives.
- Strong leadership, teaching, planning and organization, data and analytics, decision making and problem solving skills.
- Forward thinker who can adapt and grow with the evolving Novartis Patient Support landscape.
- Proficient in Microsoft Office tools and CRM systems (e.g. Salesforce).

**Internal Engagements:** This position will collaborate with many individuals across RLT NPS Leaders, NTO 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

**Preferred Qualifications:**

- Management of a patient support team, with experience in a specialty category a plus.
- 3+ years' experience with direct provider/caregiver/patient interaction.
- Strong compliance mindset, high level of integrity and ethical judgment, demonstrated experience in fostering compliance with company policies and procedures.
- Understanding of privacy laws and regulations including HIPAA and similar state laws.
- Strong ability to collaborate and work cross-functionally within a matrix environment.
- Successful leadership skills managing a team across multiple locations (both remotely and onsite) with direct reports.

The pay range for this position at commencement of employment is expected to be between \$158,400.00 and \$237,600.00 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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## **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](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

Innovative Medicines

Location

USA

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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