

Manager, Enterprise Operations

Job ID
REQ-10052738
Jul 01, 2025
USA

Summary

Location: East Hanover, NJ or Tempe, AZ

This position will be located at East Hanover, NJ or Tempe, AZ site and will not have the ability to be located remotely. This position will require 10% travel as defined by the business (domestic and/ or international)."

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, Enterprise Operations Support is responsible for the efficiency and effectiveness of PSC processes and ways of working for an associated PSC function, which includes intake, case management, coverage and access, and others. As part of the role, the Manager is responsible for the creation of PSC processes and their associated lifecycle and optimization through process mapping and application of best practices. This position works closely with PSC Program Management, as well as cross-functional Novartis Patient Support (NPS) functions, including Disease State Teams (DSTs), Platform Strategy, Launch Excellence, Performance Excellence, and Data Analytics. Critical success factors include the ability to execute on the delivery of enterprise business standards that enable the PSC to realize efficiencies and scale across branded programs and support a culture of operational excellence and execution against clearly defined SLAs, KPIs, and productivity metrics.

About the Role

Your responsibilities will include, but are not limited to:

- Supporting the operational agenda and priorities for program transitions, new launches, technologies, and capabilities both short-term and long-term.

- Collaborating with DSTs, Launch Excellence, and Platform Strategy to execute program transitions and new launch planning, specifically focusing on operational process mapping and enterprise functional operations.
- Applying an enterprise lens to all operational processes within the Patient Support Center (PSC) to drive efficiency and effectiveness.
- Creating operational process maps for the PSC, leveraging subject matter expertise and aligning with matrixed partners for deployment planning and dependencies.
- Participating in Go-To-Market and NPS meetings to understand NPS requirements and translating them into PSC operational needs.
- Ensuring efficient and effective PSC processes and ways of working across intake, case management, coverage and access.
- Supporting the process and technology roadmap for the newly created Enterprise Operations Support team to fully realize scale and efficiencies.
- Creating and optimizing PSC processes through process mapping and best practices.
- Collaborating with PSC Program Management, as well as various cross-functional NPS functions like DSTs, Platform Strategy, Launch Excellence, and Performance Excellence.

What you'll bring to the role:

Education: Bachelor's Degree, advanced degree preferred

Required Experience:

- Three (3) years of pharmaceutical, life sciences consulting and/or pharmaceutical vendor experience
- Experience working in a pharmaceutical contact center
- Working knowledge and understanding of patient access and reimbursement services, including prior authorization, appeals, and other payer utilization management mechanisms
- Knowledge of commercial copay programs, patient assistance programs and foundation support
- Knowledge of HIPAA, patient privacy, and other legal policies applicable to working in a patient support center

Preferred Qualifications:

- Experience in building, implementing, and launching patient support programs
- Understanding and experience partnering with specialty pharmacies
- Experience creating operational process maps and deploying for real world application
- Pro-active, entrepreneurial approach to recognizing needs and anticipating issues and solving problems
- 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
- Change management and project management experience

Why Novartis: Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

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>

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

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/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 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
Alternative Location 1
East Hanover, New Jersey, USA
Functional Area
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Job Type
Full time
Employment Type
Regular
Shift Work
No
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