

Associate Director, PSC Analytics

Job ID
REQ-10053911
Jun 03, 2025
USA

Summary

This position will be located at either the Tempe, Arizona or East Hanover, NJ location and will not have the ability to be located remotely.

About the Role

Job Purpose:

The Insights and Decision Science (IDS) team is dedicated to enabling improved decision making at Novartis by leveraging data and advanced analytics capabilities to generate actionable insights that drive business growth. We collaborate closely with the US business, bringing insights and challenging ideas to empower smarter, data-driven decision-making.

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) and key performance indicators (KPIs), and net promoter scores.

The AD, PSC Analytics will work with both our IDS and NPS partners to provide insights on operational and brand effectiveness.

Key Responsibilities:

- Strong understanding of patient access and reimbursement operations, including patient onboarding, co-pay, adherence and reimbursement services
- Deliver operational metrics, KPIs and power stats in partnership with the NPS Disease-Area teams, and oversee the development of operations dashboards that provides visibility into performance
- Support decision making via a disciplined, hypothesis-driven approach and shape the findings into leadership presentations highlighting key actions
- Support operational effectiveness by creating root-cause analysis into programs and summarizing recommendations for NPS and Disease-Area leadership
- Manage data teams and analytics staff for timely delivery of reporting and analytics
- Analyze trends and develop impactful and actionable insights

Essential Requirements:

The Associate Director, PSC Analytics is a key leadership role, reporting to the Director, PSC Analytics, and is responsible for overseeing reporting, analysis, and impact of the Novartis PSC. This individual must possess strong communication skills to create and present results of complex analyses in a clear and actionable

manner.

Education: Bachelor's Degree required; advanced degree preferred (e.g., MHA, MBA)

- 3+ years related experience in demand and capacity planning in deferred workload settings (e.g., manufacturing, reimbursement support hubs), financial planning, or quantitative analysis.
- Possess understanding of patient support hubs or other operational activities requiring queue work.
- Ability to connect and coordinate activities across workforce planning, have strong influencing capability and be extremely proactive in driving results.
- High-level of comfort navigating/managing large data sets and drawing out key insights.
- Strong written and oral presentation skills, including comfort delivering presentations to the Executive/Senior Leadership Team.
- Demonstrated expertise with data analytics, forecasting and business acumen.
- Adapt, thrive, and multitask in a demanding workplace while managing pressure, deadlines and conflicting and shifting priorities.
- 3+ years experience developing SQL

Preferred Experience:

- 3+ years of progressive leadership in patient services, case management, and/or operations
- Experience working in a team environment which successfully partners with all Commercial Operations functions
- Dashboard development with PowerBI, Tableau, or comparable visualization tool

The pay range for this position at commencement of employment is expected to be between: \$152,600.00 and \$283,400.00/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:

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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 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

Arizona, Arizona, USA

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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