

Associate Director, NPS Performance Excellence

Job ID
REQ-10029383
Nov 19, 2024
Mexico

About the Role

Your responsibilities will include, but are not limited to:

- meet and exceed performance metrics, operations reporting, customer satisfaction, and coaching.
- coordinate and lead work for management of performance issues, escalations through to resolution, corrective and preventive actions; provide guidance and advice on performance evaluation as a subject matter expert (SME) and adviser for other teammates, working with the PSC and across PSS.
- play an active role to maintain and build enterprise performance operations tools, methodologies, people and processes
- ability to work effectively as a people manager and in a team structure; maintain strong cross-functional ties with key business partners
- calculate, record and analyze call, case and agent performance data and report and present Key Performance Indicators (KPIs) to management and/or customers; identify areas of greatest need or opportunity for improvement leveraging technology tools employed for call recording, sentiment analysis
- routinely assess training compliance and intervene to address training compliance problems
- as a people manager and leader, you are responsible for performance management, recruiting and interviewing candidates and team culture and satisfaction.

What you'll bring to the role:

- Bachelor's Degree required.
- PharmD, RN or Master's degree a plus

Required Experience:

- 5+ years' experience in pharmaceutical hub, case, reimbursement and/or patient services operations
- 5+ years of contact or call center process, call monitoring with a history of leading continuous performance improvement initiatives
- A history of meeting and exceeding performance metrics, operations reporting, customer satisfaction, and coaching.
- Effective leadership skills, including change management for rapidly changing technology and growth in the number of PSC roles on-boarding
- Experienced in establishing and cultivating relationships; able to collaborate effectively with key stakeholders and partners across the organization

- Ability to work in a fast-paced team environment and handle multiple programs and tasks
- Ability to analyze problems, identify alternative solutions and implement recommendations for resolution
- Working with QA monitoring systems such as Genesys, NICE, Verint or other solutions
- Ability to grow with the evolving Patient Support Center landscape
- Ability to build, inspire, and motivate a team
- Travel as required to East Hanover NJ, Tempe AZ, Hyderabad India

Preferred Experience:

- Knowledge of call center industry practices, reimbursements and payer systems, healthcare protocols and US Healthcare system processes
- Omni channel experience supporting monitoring of voice calls, transcription recordings, chat, SMS, fax
- Use of varied approaches to motivate, engage and grow an employee-centric high performing team
- Ability to work effectively as a people manager and in a team structure; maintain strong cross-functional ties with key business partners
- Experience with effectively managing in a rapidly changing business environment
- Experience with quality monitoring systems, benchmarks, metrics and processes. AI experience a plus.

Role Requirements

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

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Quality

Job Type

Full time

Employment Type

Regular

Shift Work

No

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