

# Supervisor, Specialty Pharmacy Triage Coordinator

Job ID  
REQ-10028036  
Nov 03, 2024  
USA

## Summary

The Supervisor, Specialty Pharmacy Triage Coordinator is responsible for the crucial last part of a patient's journey to fulfill the Novartis product that they have been prescribed. This role will manage a team of ten to twelve Specialty Pharmacy Coordinators (SPCs) who review the cases ready to be triaged for completeness and accuracy, collecting the elements that need to be included in the triage, and ultimately leveraging technology to triage and ensure receipt of the packet to the designated Specialty Pharmacy. This role will focus on supporting achievement of Key Performance Indicators (KPIs), Service Level Agreements (SLAs), productivity, quality, and customer service while helping SPCs access/utilize Contact Center technology and access knowledge/content to efficiently manage relevant patient prescription triages.

#LI- Hybrid

## About the Role

### Key Responsibilities:

- Interviewing, hiring and supporting the training of Specialty Pharmacy Coordinators as needed
- Leading a team of 10-15 customer-facing SPCs, responsible for accurate and timely triage of patient's specialty prescription, including collecting and collating all necessary documentation required for the triage
- Monitoring and tracking the status of team's cases, ensuring that all necessary documentation is complete and up to date
- Identifying areas for process improvement and work with the specialty pharmacy team to implement enhancements
- Monitoring team performance, attendance, and quality to achieve service excellence and meet KPIs and SLAs
- Collaborating closely with Performance Excellence to monitor call and system performance of agents
- Identifying trends in team behavior and performance to guide coaching, training, and communication
- Regularly communicating with the team, along with the Manager, regarding policy changes, improvement opportunities, and procedures.
- Collaborating with various matrix partners internally and externally to ensure effective communication, collaboration, and coordination across teams, facilitating information flow for optimal job performance
- Supervising the identification and reporting of adverse events via the established Novartis systems as per applicable processes; and monitoring team performance of reporting adverse events

**What you'll bring to the role:**

1/4

**Education:** High School Diploma required; bachelor's degree or above preferred

**Essential Requirements:**

- Minimum of two years of Patient Services, Healthcare, or Contact Center experience
- One year of proven case management experience with specialty products
- One year of previous leadership of team building, inclusive of direct performance management and coaching experience
- Strong interpersonal, communication, influencing, analytical, and critical thinking skills with the ability to multi-task and effectively collaborate with various matrixed Novartis teams
- Understanding and experience working for or partnering with specialty pharmacies
- Experience working with data entry system(s), case management systems, computer software, and telephone/fax technology with the ability to manage multiple projects and consistently meet deadlines
- Experience working in a pharmaceutical or pharmacy contact center with prescription triage capabilities and services
- Knowledge of HIPAA, patient privacy, and other legal policies applicable to working in a patient support center

**Desirable Requirements:**

- Pharmacy Technician Certification (CPhT) licensure preferred
- Knowledge of commercial copay programs, patient assistance programs and foundation support

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

The pay range for this position at commencement of employment is expected to be between \$88,000 and \$132,000/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.

**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 who are focused on building and advancing a culture of inclusion that values and celebrates individual differences, uniqueness, backgrounds and perspectives. 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. We are committed to fostering a diverse and inclusive workplace that reflects the world around us and connects us to the patients, customers and communities we serve.

## **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

Arizona

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

East Hanover, USA

Functional Area

Market Access

Job Type

Full time

Employment Type

Regular

Shift Work

No

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