

# Performance Excellence Analyst

Job ID  
REQ-10029264  
Nov 11, 2024  
Mexico

## Summary

About the Role:

The Performance Excellence Analyst is focused on conducting observations and ensuring the quality of the customer interaction between the Case Management and Reimbursement team members (phone agents, Team Leads, Field and other roles as required) and customers. As omni channel capabilities are introduced to the CEC customer journey, this role will support those interactions as well and may include email, SMS/text, chat, and other channels.

This role will ensure a consistent and compliant application of communication techniques, work process document (WPD) procedures and customer service best practices by coaching and delivering feedback to Case Management and Reimbursement team members (phone agents, Team Leads and other roles as required) thereby developing them to a higher level of performance. The Performance Excellence Analyst functions as an information source when special or critical case quality issues occur. This position will work in conjunction with the Case Management, Reimbursement and Workforce Management teams to maintain overall program quality.

## About the Role

### Key Responsibilities:

- Monitor customer interactions
  - Inbound and outbound calls, email, Interactive Voice Response (IVR) scripts, SMS/text, chat, and other channel communications to ensure quality and compliance standards are met. Approved call guides, call flows, scripts, FAQs, and other knowledge articles are the source documents used for evaluation of customer interaction.
  - Evaluates, observes, and monitors agent use of various systems as part of their role to support customer engagement and manage transactions helping to ensure accurate documentation.
  - Ensures adherence to quality assurance policies and procedures, identifying gaps and recommending corrective actions.
  - Interface with work force management to drive productivity improvement to ensure operational excellence.
  - Perform scheduled coaching/feedback sessions with agents, Team Leads/Associate Directors to ensure quality performance feedback is provided in a timely manner.
  - Where applicable, provides feedback to the agent offering skill coaching, contact handling

performance evaluation using Novartis provided QA guidelines and evaluation tools.

- Assess agent performance
  - Measures agent use of customer service skills, approved communication materials such as call guides, frequently asked questions (FAQs) and other knowledge articles to handle each customer interaction effectively and accurately.
  - The Performance Excellence Analyst will evaluate agent utilization of Novartis technology systems provided them to perform their role.
  - This position will review and evaluate proper identification and reporting of potential adverse events (PAE) and any product technical complaints.
  - Provides quality ratings and identifies and/or recommends training areas for coaching and development.
  - Performs performance monitoring calibration to ensure alignment with key business partners.
- Monitor trends
  - Document and share trends and insights that support the growth and development of overall contact center performance, especially in quality measures that impact satisfaction, efficiency, and agent attrition, including but not limited to:
    - The improvement of call, voice, and other channel communication experiences
    - Identifying possible areas of business risk reduction
    - Supporting continuous improvement in the Patient Support Center's processes
    - Identifying and addressing potential customer interaction issues
    - Providing feedback regarding quality monitoring findings to key roles and partners regarding new/existing technology solutions for documentation, insight gathering, opt outs/channel suppressions.
- Technological Responsibilities
  - Uses PSC systems and resources to identify areas to improve agent processes and performance that impact engagement, both customer and agent satisfaction. This role contributes information that supports the user stories, journeys and customer experience flows.
  - Systems may include recorded calls, Natural Language Processing speech analytics, Customer Relationship Management (CRM), and telephony platforms
  - Work across systems to access quality performance reports
- This role supports the performance of customer-facing Case Management and Reimbursement team members providing support to patients, physician office staff, pharmacists, and internal partners.
- Provide quality performance feedback using defined tools and systems to the team. Areas of performance feedback include team support and resolution for customer requests and incidents – how accurately and efficiently calls and contacts are handled when received from patients, their caregivers and members of the healthcare team and educate/advise current and prospective members about the most suitable plans/benefits based on their needs.
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes.

**Education:** Bachelor's degree required

**Essential Requirements:**

- 1-3 years contact center or related quality monitoring experience
- Strong communication skills including active listening, providing detailed feedback, creating documentation, paraphrasing
- 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
- Proficient in MS Office applications specifically Excel, PowerPoint, Teams, Word

#### **Desirable Requirements:**

- Successful team player skills working across multiple locations (both remotely and onsite)
- Experience working in a Patient Services contact center is desired
- Prior knowledge and experience with commercial and government insured patient reimbursement programs including copay, savings cards, vouchers, free trial offer and/or prior authorization, benefit investigation and verification, appeals, and payer policies and procedures with both pharmacy and medical benefit products.

#### **Other Work Requirements:**

- Ability to be flexible on schedule and hours

**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?

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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

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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