

# NPS, Senior Performance Excellence Analyst

Job ID  
REQ-10029395  
Nov 25, 2024  
Mexico

## Summary

One of the most important functions in today's biopharmaceutical industry is patient services. As ease of accessing HCP prescribed medications has become more difficult, the ability of a company to build, design, implement, and run dynamic end-to-end patient support offerings has become critical to patients successfully starting and staying on therapy. Over the next 5 years, Novartis is expected to launch up to 27 new medications and our Novartis Patient Support team is on the forefront of transforming how the industry helps patients get access to treatment. Our ambition is high, but we are proud and not satisfied. If you'd like to be part of our journey, then come join our team!

This role is responsible for evaluating the performance of the people, processes and tools that deliver outstanding Contact Center performance.

You will join a team of analysts assigned to support the Patient Support Center (PSC). The PSC is a Novartis managed, internal NPS Contact Center staffed by these customer facing roles: Patient Navigator, Reimbursement Specialist, Case Navigator and Intake Specialist.

The Sr Performance Excellence Analyst role ensures consistent and compliant use of approved communication techniques, work process document (WPD) procedures by coaching and delivering feedback to Case Management, Patient Navigator and Reimbursement team members (other examples such as Team Leads, Learning & Development, Product).

## About the Role

### **This role is responsible for evaluating the customer facing PSC role's use of:**

- approved talking points, FAQs and knowledge articles
- effective customer centric listening and satisfactory communication skills
- accurate and efficient use of program process, job aids
- CRM and telephony-based systems tools employed to support patients, caregivers, payors and/or HCPs via phone and other support channels (email, fax, SMS, IVR as examples).
- Must be flexible on schedule and hours (8am – 5p, 9a – 6p ET)

May be required and scheduled to work on Novartis US IM holidays as determined by business need

This role functions as subject matter expert (SME) when special or critical case quality issues occur. This position will work in conjunction with Performance Excellence leadership, the NPS Quality & Standards, Safety as well as PSC Case Management, Reimbursement and Workforce Management teams to maintain overall program quality. This may include team meetings, agent training programs, performance and metric review

presentations and documents. This role is responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes.

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

- Education: Bachelor's degree.
- Role is based in Mexico City, MX and is hybrid combining both on-site and remote work hours.

Required Experience:

- 2-5 years contact center or related performance monitoring experience
- Strong communication skills including active listening, providing detailed feedback, creating documentation, paraphrasing.
- 1-3 years' experience supporting cross functional stakeholder performance review sessions; effectively tracking insights across functional leads through to resolution
- Working with monitoring systems such as Genesys, NICE, Verint or other solutions
- Proficient in MS Office applications specifically Excel, PowerPoint, Teams, Word
- Use of systems and resources to identify areas to improve agent processes and performance that impact engagement, both customer and agent satisfaction. This role organizes, reviews and shares information and results that support the user stories, journeys and customer experience flows; is responsible for using Voice of the Customer results in the overall review of agent performance.
- Travel: as required to other Novartis sites
- Successful team player working across multiple teams (both remotely and onsite)

Preferred Experience:

- Experience working in a NPS hub operation supporting reimbursement, case services
- 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.
- Use and knowledge of dashboard reporting tools such as Qlik, Tableau.
- Bi-lingual Spanish and English. Highly proficient with reading, writing and spoken Spanish and English language skills.

**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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**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>

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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Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to [tas.mexico@novartis.com](mailto:tas.mexico@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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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5. <mailto:tas.mexico@novartis.com>

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