

Manager, Performance Excellence Processes

Job ID
REQ-10033827
Mar 07, 2025
USA

Summary

This position will be located at the East Hanover, NJ site and will not have the ability to be located remotely. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

The role of the Manager, Performance Excellence Processes is end-to-end support for key operations people, technology and operations processes within the Performance Excellence (PE) Center of Excellence (COE). Performance Excellence is an internal support team, and this role helps to enable and ensure our enterprise work is done efficiently and measurably aligned with KPIs, business goals and objectives. Process definition and mapping is important for performance guidelines, communication, issue identification, and planning. This role is the point-of-contact for management of PE processes across our global teams located in the US, Mexico City MX and Hyderabad, India.

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

About the Role

Key Responsibilities:

- Serves as the end-to-end owner of process mapping and maintenance for the core PE processes that support enterprise performance goals and objectives
- Manages the creation of new Performance Excellence processes as determined by business needs
- Supports Performance Excellence enterprise internal operations with a focus on scalability and optimization of Performance Excellence core services
- Works as an integral part of the PE team to provide and, where needed, define support for operations and systems processes
- Collaborates with cross-functional stakeholders in the delivery of aligned and successful processes
- Liaises with NPS Centers of Excellence, including, but not limited to, Data Insights & Analytics, Launch and Operations Excellence, internal NPS contact center business operations leads, Change Control Review Board (CCRB) in support of PE operations, launches and change management initiatives.
- Leads/participates in daily/weekly calls as necessary within PE leads to be operationally up to speed on all internal contact center projects, process issues with program management and business operations.
- Assess PE operations to ensure business objectives are being met and evaluates performance against these objectives focused on delivering measurable efficiency.
- Understands key operational and program data and reports; uses Data Insights dashboards and other PE tracking and measurement tools to ensure business efficiency to manage overall program performance.

- Manages the changes required with end user documents as determined by business needs.

Essential Requirements:

- **Education:** Bachelor's degree required
- 3-5 years background in patient services or similar (customer service operations, patient care coordination, operational workflows, managed care knowledge, etc.)
- Process management experience with a history of supporting change from an entrepreneurial to enterprise operations focus.
- Good communication skills that enable team collaboration and performance outcomes
- Ability to develop, apply and present on processes, Ways of Working and other initiatives.

Desirable Requirements:

- Knowledge of contact center channel and/or customer service focused company business models
- In-depth knowledge and understanding of patient services challenges and opportunities.

Commitment to Diversity & Inclusion: 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 \$103,600 and \$192,400/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:

The Novartis Group of Companies are Equal Opportunity Employers. 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.

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

Innovative Medicines

Location

USA

State

New Jersey

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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