

Real Time Analyst, PSC Workforce Management

Job ID
REQ-10036331
Jan 13, 2025
Mexico

Summary

The Novartis Patient Support Center (PSC) is the central operational function within our organization. We handle all patient, caregiver, and customer transactions related to supporting patient access, including intake, case management, benefits verification, prior authorization and appeals support, specialty pharmacy triage, and adherence support. We are committed to delivering exceptional customer service, which is measured through service level agreements (SLAs), key performance indicators (KPIs), and net promoter scores.

The Real Time Analyst plays an essential role within the PSC contact center operations, focusing on monitoring and analyzing real-time contact volumes and staffing levels to ensure customer service targets are consistently met. This position involves a keen eye for detail and a strong ability to interpret data to make informed decisions.

The Real Time Analyst will be a member of the PSC Workforce Management (WFM) group who will manage the daily operational needs of WFM as the group manages and optimizes multi-site patient support center service levels, productivity, adherence, and scheduling. The role is responsible for supporting WFM in meeting performance goals, and project timelines.

By adjusting resources to match incoming contact patterns, the Real Time Analyst helps maintain service level agreements (SLAs) and improve patient satisfaction. Their work supports the seamless operation of the PSC contact center, ensuring that the right number of agents are available at the right times to address patient needs efficiently. Through their efforts, the Real Time Analyst contributes to the overall effectiveness and efficiency of the patient service team, making them an integral part of the operations.

About the Role

Your responsibilities will include, but are not limited to:

- Monitor real-time contact volume and agent availability to ensure adherence to service level agreements (SLAs) and key performance indicators (KPIs).
- Manage the PSC Attendance Line, enter unplanned absence exceptions in the Workforce Management platform and communicate absence reporting to operations teams.
- Coordinate with WFM Analysts on potential intraday forecast adjustments based on actual traffic and staffing levels to optimize resource allocation and operational efficiency.
- Coordinate same day schedule adjustments, including breaks and meal timings, to meet unexpected demand.

- Analyze real-time contact center performance data to identify trends, anomalies, or issues affecting patient service delivery.
- Communicate with operational teams and supervisors to relay real-time insights and initiate pre-aligned rapid action plans (RAP) to respond and address immediate service level risks and opportunities.
- Contribute to root cause analysis feedback to WFM group and Operations Teams
- Document and report on incident resolutions, including impact of real-time decisions on daily service level results.
- Assist with the coordination and distribution of intraday, daily, weekly, and monthly WFM reports

What you'll bring to the role:

Education:

- Bachelor's degree preferred or equivalent combination of education, training, and experience.

Travel requirements:

- No travel required. Role is office-based in Mexico City.

Work Shift:

- The PSC standard operating hours are Mon to Fri: 7 AM to 7 PM CST. (6 AM to 6 PM during US Daylight Savings Time.) The Real Time Analyst will be expected to work 1 of 2 shifts (7 AM – 4 PM CST or 10 AM – 7 PM CST) to provide adequate coverage across PSC operating hours.

Experience:

- Required Experience:
- 1-2 years of direct experience in contact center workforce management, specifically, experience in scheduling, skilling, and vacation management.
- 1-2 years of direct experience working with WFM platforms (Verint, IEX, Genesys WFM, etc.), specifically, forecasting in a workforce tool and analyzing call statistics and designing reports
- 1-2 years of direct experience working with ACD platforms (Avaya, Five9, Genesys, etc.)
- Demonstrated analytical, planning, and communication skills.
- Desired Experience:
- Possess thorough understanding of Contact Center operational activities such as customer support on phone, email, and chat channels in addition to deferred workload capacity planning.

- Direct experience working with CRM platforms (Salesforce)
- Direct experience working in a multi-channel, multi-queue, and multi-site contact center.
- Fluent Spanish and English
- Experience working in a pharmaceutical or healthcare vendor contact center.

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

Facilities & Administration

Job Type

Full time

Employment Type

Regular

Shift Work

No

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Accessibility and accommodation

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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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