

# Patient Coordinator 2 (Multiple Positions) – Tempe, AZ

Job ID

REQ-10042629

März 11, 2025

USA

## Zusammenfassung

This position will be located at the Tempe, AZ 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 Patient Coordinator 2 (PC2) is responsible for providing support and resolution for customer requests. They accurately and efficiently answer calls that are received from patients, their caregivers, and health care practitioners. The PC2 educates and addresses questions regarding the brand, enrollments, and basic case status updates as appropriate. The PC2 role supports pro-grams associated with specialty pharmacy or radio ligand therapeutic products for highly com-plex, rare or orphan diseases.

The PC2 may share appropriate information with patients/caregivers around other resources and ser-vices that the PSC may be able to offer, or transfer them to the appropriate PSC partner, including their designated Patient Navigator. The PC2 must have strong communication skills to converse with customers about their treatment journey and offer solutions in accordance with ap-proved procedures. A PC2 will possess a learning mindset, the ability to accept and implement constructive feedback, and a general aptitude for continual development. In addition, a PC2 possesses the ability to manage stressful calls as they arise, while reflecting a calm and reassuring tone and attitude for our patients, their caregivers, and our customers.

## About the Role

### Key Responsibilities:

- Develop and maintain knowledge of NPS programs and customer workstreams; broaden program knowledge over time.
- Learn and utilize protocols to respond to customer phone, chat, fax, intelligent chatbot, SMS / text, mail, and e-mail inquiries as well as other communication channels in a prompt and courteous manner.
- Prepare proper documentation and notifications; perform proper escalation, tracking, and follow-up.
- Work with support and product program teams to transfer customers to other units as needed. Ensure that referrals/questions are addressed in a timely, consistent, and organized manner to avoid the delay of care for the patient.
- As applicable, raise innovative ideas to Supervisors in order to drive improved efficiency and effectiveness of the Patient Coordinator 2 role.
- Engage in real-time communication with patients, caregivers, healthcare providers, team members, and stakeholders via phone while simultaneously typing accurate and coherent notes, messages, or documentation.

- Ensure all written communication is free from spelling and grammatical errors, maintaining a high standard of professionalism.
- Multitask effectively, balancing verbal and written communication to provide timely and accurate responses.
- Utilize various communication tools and platforms to facilitate seamless interaction and documentation.
- Maintain confidential information in accordance with Company policy and PSC processes. Identify and report adverse events via the established Novartis systems as per applicable processes.

#### **Essential Requirements:**

- **Education:** High school diploma required. Associate's degree or above preferred.
- Minimum 2 years of proven Contact Center Experience (such as Healthcare, Pharmaceuticals, or other industry call center experience) OR BA/BS degree OR US Military experience with honorable discharge in lieu of experience.
- Experience with work that requires the balancing of multiple priorities.
- Excellent written and verbal communication skills – ability to follow oral and written directions
- Good problem-solving and critical thinking skills
- Experience working with data entry system(s), fax machines, computer software, and telephone technology. Computer literacy in MS Word, MS Teams, Excel.

#### **Desirable Requirements:**

- Minimum of 2+ years of experience supporting complex specialty products in a call center environment in orphan, rare disease or other complex disease states.

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

- Ability to work the scheduled work hours, which generally will be an 8-hour shift: Working schedule is either 9:00 am – 6:00 pm EST or 11:00 am EST – 8:00 PM EST and may be subject to change to support business needs
- This job requires you live within 90 miles of the Tempe, AZ site of Novartis.
- Proximity and ability to commute to work onsite in East Hanover, NJ or Tempe, AZ for occasional meetings or events, and one week per month (5 days) with team and leadership. Onsite expectations one week per month and occasional meetings or training as needed, and may be subject to change to support business needs.
- When working from home, a quiet dedicated space where the employee can work without interruption
- This position will require holiday support
- For Patient Support Center (PSC) Roles with a Dedicated Training Period: The individual hired for this role will be required to successfully complete initial training, including passing simulations and become certified to do the role.

The pay range for this position at commencement of employment is expected to be between \$37,200 and \$69,200 per 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](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.

Abteilung

US

Business Unit

Universal Hierarchy Node

Ort

USA

Status

Arizona

Website

Arizona

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Der Umsatz

Job Type

Full time

Employment Type

Regular

Shift Work

No

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