

Manager, Performance Excellence Operations (Two Positions)

Job ID
REQ-10033830
Ene 14, 2025
Estados Unidos

Resumen

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 Operations is end-to-end management of key operations people, technology and operations processes within the Performance Excellence (PE) Center of Excellence (COE). Performance Excellence is an internal support team, and your role helps to enable and ensure our enterprise work is done efficiently and measurably aligned with KPIs, business goals and objectives. Internal Operations Support manages operations including the quality monitoring evaluation and scorecard tools, program data analysis, reports and assessment of internal quality control. This role is the point-of-contact for management of the Performance Excellence operations functions across our global teams located in the US (East Hanover NJ, Tempe AZ), 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:

- Maintains work effort models by conducting, documenting, analyzing, and reporting on internal reviews and examination of the team's performance
- Works as an integral part of the PE team to provide support for user performance measurement. This includes but is not limited to quality monitoring systems, data and analytics tools
- Designs and maintains internal review scorecards, methods for tracking results, and trends
- Responsible for process documentation and development of knowledge assets to support end user education and performance proficiency
- Collaborates within the Performance Excellence team and demonstrates a service mindset to analyze, document, and deliver data and reports
- Consults 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.
- 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 them to ensure business efficiency to manage overall program performance.

Essential Requirements:

- **Education:** Bachelor's degree required
- 3-5 years background in patient services or similar (customer service operations, patient care coordination, quality monitoring of calls, performance scorecard design and results analysis)
- Operations 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 operations results, Ways of Working and other initiatives.

Desirable Requirements:

- Knowledge of performance management scoring and evaluations and/or customer service 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 who are focused on building and advancing a culture of inclusion that values and celebrates individual differences, uniqueness, backgrounds and perspectives. 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. We are committed to fostering a diverse and inclusive workplace that reflects the world around us and connects us to the patients, customers and communities we serve.

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.

División

US

Business Unit

Innovative Medicines

Ubicación

Estados Unidos

Estado

New Jersey

Sitio

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Márketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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