

# Manager

Job ID  
REQ-10038010  
fév 10, 2025  
Inde

## Résumé

In this role the new hire will get a chance to work directly with Commercial Excellence team members from country offices and expected to deliver quality with Incentive Calculations operations and related deliverables and lead some engagements. They will engage and identify shared priorities and meet customer's needs through problem-solving techniques to improve patient outcomes.

This is an individual contributor role will work directly with commercial excellence teams in the countries and would report to a Team Leader/Group Leader

## About the Role

Position Title: Manager

Location – Hyd-india #LI Hybrid

### About the Role:

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## Key Responsibilities

- Create and deliver below Field Excellence reporting and insights as per agreed SLAs (timeliness, accuracy, quality, etc) and drive excellent customer service
- Designs, develop and/or maintains Alteryx based solutions that optimizes field excellence activities based on Country commercial excellence needs through varied variety of evolving infrastructure landscape. Findings of new visualizations tools is also possible.
- Deliver services through structured project management approach with appropriate documentation and communication throughout the delivery of services.
- Crafts and maintains standard operating procedures (SOPs), quality checklists that will enable excellent

quality outputs for all outputs within the function.

- Develops and maintains knowledge repositories that collects qualitative and quantitative data of field excellence related trends across Novartis operating markets, etc
- Support team leaders in recruitment and on-boarding of new associates within the organization.
- Participate and chip in various knowledge sharing sessions that enables growth and improves quality deliverables across the function.
- Ensures outstanding communication with all partners including internal associates, and clients through regular updates with focus on accomplishments, important metrics, standard methodologies, staffing changes and key events.

## Essential Requirements:

- Curiosity and strong analytical thinking, verbal and written communication skills and exposure to working in multi-functional/cultural environment.
- Good communication and interpersonal skills. Conceptual, analytical & tactical thinking, strategic thought process
- Align with all internal functional operating procedures like time tracking, critical metric tracking and reporting, and other internal systems and processes
- Comply to all Novartis operating procedures as per legal / IT / HR requirements
- Ability to operate optimally in an international matrix environment.
- Responsible for standard and ad-hoc extracts/reports across multiple primary and secondary data sources.
- Establish and maintain positive relationships with key functional partners

## Desirable Requirements

- University/Advanced degree is required, Master's degree or equivalent experience in fields such as business administration, finance, computer science or technical field is preferred
- Should have min of 7+ years of work experience in contact Centre - Performance Excellence (Quality Monitoring) / ITES QAs / Some experience of Patient Contact Centers and needs to be proficient in Qlik Sense, SQL, MS Excel, Alteryx, ETL Tool, Incentive compensation and good to have a pharmaceutical industry proven experience.

Why Novartis:

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

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Commitment to Diversity and Inclusion:

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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Novartis is 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 recruitment process, or in order to perform the essential functions of a position, please send an e-mail to [diversityandincl.india@novartis.com](mailto:diversityandincl.india@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>

**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

Operations

Business Unit

Innovative Medicines

Emplacement

Inde

Site

Telangana

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Commercialisation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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