

# Patient Support - Manager, Program Operations Management

Job ID

REQ-10026090

Nov 20, 2024

USA

## Sommario

Location: East Hanover, New Jersey

This position will be located at the East Hanover site and will not have the ability to be located remotely.

One of the most important functions in today's biopharmaceutical industry is patient services. As ease of accessing HCP prescribed medications has become more difficult, the ability of a company to build, design, implement, and run dynamic end-to-end patient support offerings has become critical to patients successfully starting and staying on therapy.

The role of the Program Operation Manager is to support product and program strategy for the Rare Renal Portfolio. This role supports ongoing planning, evaluation/measurement, and optimization of short-term and long-term program performance to enable impact for Novartis and patients. This includes day-to-day management and monitoring of all NPS programs and services (onboarding, co-pay, adherence, e-services, hub operations), and pull-through of customer-facing resources to support field execution of the Rare Renal programs. The Manager also serves as the primary contact between NPS field associates and HQ on program operations and patient access and reimbursement content deployment.

This associate will collaborate closely with the Director of NPS Program Strategy and Management for Rare Renal on program evolution through the product life cycle. Additionally, they will liaise with multiple NPS Centers of Excellence and cross-functional teams.

## Major Accountabilities

- Works as an integral part of the NPS cross-functional team to identify and escalate operational issues requiring resolution with NPS teams including, but not limited to, Vendor Management, Patient Support Center, Product Team and Field Operations
- Liaises with NPS Centers of Excellence, including, but not limited to, NPS Vendor Operations Team, to address day-to-day operational needs and provide input for Vendor Management Team to communicate with vendor partners
- Leads/ participates in daily/weekly calls as necessary to be operationally up to speed on all projects and issues with program management
- Assess program operations to ensure business objectives are being met and evaluates program performance against these objectives in partnership with Patient Support Center and Program Data Insights and Analytics Center of Excellence
- Acts as a consistent liaison, point of contact and facilitator to enable appropriate discussions and projects between NPS Operations, Product Teams, Vendors, USM, Finance, Strategic Sourcing, Field, IT, Analytics,

and other business partners and departments related to NPS Operational activities

- Supports successful communication of NPS programs to key stakeholders across the enterprise including sales, marketing, and field reimbursement teams and maintains an in-depth understanding of assigned NPS Program(s) and initiatives related to that program
- Understands key operational and program reports and uses them to measure business efficiency to manage overall program performance
- Partners with NPS Enterprise Content Design Team to pull-through customer-facing resources to field teams and content across all stakeholders (including MAP/FUSE)
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes.

## About the Role

### Education (minimum/desirable):

Bachelor's Degree, (PharmD, RN or MBA a plus)

### Required Experience:

- 2+ year's background in patient services or similar (including specialty pharmacy distribution & capabilities, patient care coordination, operational workflows, and managed care knowledge)
- Program management and/or project management experience
- Contract/task order writing and management of the complete contract lifecycle
- Ability to develop, apply and present on required reporting metrics and elements

### Preferred Experience:

- In depth knowledge of specialty product distribution and service company business models
- In-depth knowledge and understanding of patient services challenges and opportunities
- Ability to build relationships, collaborate and influence across a matrix organization
- Knowledge of HIPAA and OIG rulings that impact Patient Services
- Experience with specialty and/or buy-and-bill products
- Experience with vendor management a plus
- Therapeutic area experience/expertise
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we serve, and we strive to create an inclusive workplace that cultivates bold innovation through collaboration and empowers our people to unleash their full potential.

The pay range for this position at commencement of employment is expected to be between \$124,000 and \$186,000/per year; however, base pay offered may vary depending on multiple individualized factors, including market location, job-related knowledge, skills, and experience. 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.

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