

## Director, PSC (Patient Support Center) Operations Insights

Job ID  
REQ-10057790

9月 24, 2025

USA

### 摘要

Location: East Hanover/ Tempe  
#LI-Onsite

The Insights and Decision Science (IDS) team is dedicated to enabling improved decision making at Novartis by leveraging data and advanced analytics capabilities to generate actionable insights that drive business growth. We collaborate closely with the US business, bringing insights and challenging ideas to empower smarter, data-driven decision-making. Reporting into the ED, Reimbursement Insights & Analytics, the Dir, PSC Operations Insights plays a crucial role in providing insights and data-driven analytics to support PSC Operations that align with the NVS' mission to provide reimbursement support for patients and offices.

Working closely with the NPS, Patient Support Center and various cross-functional teams across NPS and IDS, the Director, PSC Operations Insights drives analytical thought partnership to help enable eligible patients supported by the PSC to "start and stay" on Novartis medications as prescribed. This role also partners closely with Disease State Analytics teams within Reimbursement Insights & Analytics, and other teams across Access Insights & Analytics, IDS, to deliver networked insights on key PSC workflows including end-to-end transactional patient journey, including intake,

case management, reimbursement, and adherence. The Director, PSC Operations Insights, is also responsible for helping define and monitor performance against SLAs, KPIs, productivity and efficiency metrics across in market as well as launch brands.

This position will be located at East Hanover, NJ or Tempe, AZ site and will not have the ability to be located remotely. This position will require 15% travel as defined by the business (domestic and/ or international).

## About the Role

### Key Responsibilities:

- Leading a team of analytics professionals across multiple US and ex-US locations, to study case progression along the PSC patient journey with the goal of driving optimal patient, caregiver and Health Care Provider (HCP) experiences
- Motivating and inspiring the team by fostering and celebrating an environment of continuous learning.
- Assessing and analyzing performance against enterprise SLAs, TA/brand KPIs, and agent-level productivity metrics; identifying opportunity areas across TAs and efficiencies for agent performance.
- Partnering with Disease State Teams (DSTs), NPS Platform Strategy to help monitor program performance through program transitions, new brand launches as well as Sales Force Product launches.
- Define pre-launch analytical needs including data assets, vendor partnerships, dashboards, reporting infrastructure, and resource planning
- Oversee and conduct complex analyses to address strategic questions and deliver actionable business recommendations through synthesized findings

### What You ' ll Bring to the Role:

Education: Bachelor ' s Degree required; advanced degree preferred (e.g., MHA, MBA)

Novartis seeks individual with extensive experience in Reimbursement Insights and analytics with a focus on call center / Patient Support Center analytics within the pharmaceutical industry. This individual should have a proven track record of effectively deriving actionable insights and collaborating with stakeholders. A strong analytical background is essential, with the ability to leverage advanced analytical tools and market research to identify opportunities for enhancing market access and understanding customer needs. The candidate should be skilled in analyzing the implications of emerging policies and regulations on pricing models and profitability.

### Essential Requirements:

- Minimum 8+ years of analytics experience, showcasing a continuous growth in both responsibility and accountability

- Minimum 5+ years of reimbursement center operational analytics experience; Experience in Patient service/reimbursement analytics, market access analytics, or other related strategic analytics and management consulting a plus
- Proven track record of supporting data-driven decision-making, including assessing and identifying the support needed to address complex business challenges and enable shaping of organizational strategy.
- Results oriented with excellent communication and collaboration skills
- Management experience preferably within a matrix environment or second line leader. Ability to build, inspire, motivate, coach and develop a team
- Comfortable working in ambiguity with the ability to challenge traditional thinking to solve problems
- Demonstrated abilities to influence without authority, lead teams and develop/foster relationships with senior leadership

#### Novartis Compensation Summary:

The salary for this position is expected to range between \$185,500.00 and \$344,500.00 per year.

The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors.

Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards.

US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

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>

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.

部门  
US

Business Unit  
General Management

地点  
USA

状态  
New Jersey

站点  
East Hanover

Company / Legal Entity  
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

Tempe (Arizona), Arizona, USA

Functional Area  
Marketing

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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