

Customer Ops and PS Manager

Job ID
REQ-10079720
Июн. 03, 2026
США

Сводка

Location- East Hanover, New Jersey

12:00 p.m. to 8:00 p.m. shift

This position will be located at East Hanover, NJ site and will not have the ability to be located remotely. This position will require travel as defined by the business.

Putting patients first and recognizing that every moment matters are at the center of everything we do. As a Cell & Gene Therapy Customer Operations & Patient Services Manager, you play a critical role in delivering on this commitment, by providing best in class operational and logistical support to our treatment centers, patients and caregivers. This position is vital in helping to ensure the safe and timely delivery of modified patient cells to our Centers, and in providing any needed patient support services to eligible patients.

About the Role

Major accountabilities:

- Supports end to end, commercial and clinical order management and patient support services administration, for all treatment centers within an assigned US geography
- Serves as a trusted, knowledgeable, single point of contact for all inquiries regarding order logistics and patient support services, beginning with initial order submission all the way through to final product delivery
- Works cross-functionally with cell therapy operations, supply chain, manufacturing, quality assurance, legal, regulatory, commercial, and medical teams to ensure that the Customer Service Center delivers against the needs of our customers (both external and internal).
- Thinks independently and drives resolution for customers by collaborating with cross functional teams and communicating with leadership as necessary
- Provides customer service support in handling inbound customer inquiries
- Conducts outbound follow-up communication to ensure timely and accurate service support to our customers
- Implements value added customer services to HCPs, patients and caregivers to improve their customer experience.
- Works proactively on customer satisfaction and collects feedback, insights, and identify opportunities for improvement
- Contributes to improve and develop innovative solutions to deliver enhanced customer experience and more efficient management
- Recognizes and processes Potential Adverse Events in accordance to Novartis training and processes
- Coordinates coverage for their accounts as needed when unavailable, and provides coverage and support for other Case Managers as needed
- Facilitates training to hospital account teams, virtually or in-person, educating participants on Patient Support Services and Ordering Procedures
- Manages all Patient Services requests for assigned accounts to ensure timely and accurate response/handling
- Builds relationships with treatment center staff including prescribers, nurse coordinators, social workers, finance team and other healthcare professionals to better understand patient journey and account specific needs
- Communicates patient Support Services outcomes directly with patients and caregivers

Minimum Requirements

Education: Highschool Diploma required, Bachelors degree preferred

- Minimum of 3 years in customer support (service) or patient facing experience is preferred
- Understanding of the pharmaceutical industry and healthcare business service offerings and customer needs
- Strong track record of successful team collaboration and delivery of results
- Supply Chain / Logistics experience is a plus

Hours of operations and holiday coverage:

- Hours of Operation are 8 AM to 8 PM ET. Selected candidate must cover 12pm to 8pm shift
- This position will require holiday coverage for customers/patients

Novartis Compensation Summary:

The salary for this position is expected to range between \$ 108,500.00 to 201,500.00 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: Learn about all the ways we'll help you thrive personally and professionally.

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 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.

Дивизион

US

Business Unit

Marketing

Место

США

Состояние

New Jersey

Сайт

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Маркетинг

Job Type

Full time

Employment Type

Regular

Shift Work

No

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