

Manager, Monitoring Operations

Job ID
REQ-10080611
abr 11, 2026
CША
Available in: English

Сводка

#LI-Remote

This position can be based remotely anywhere in the U.S. (there may be some restrictions based on legal entity). Please note that this role would not provide relocation as a result. The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager.

The Manager, Monitoring Operations is responsible for the accuracy, consistency, and integrity of Novartis Patient Support monitoring activities. This role executes established monitoring programs (call quality/compliance and case/eligibility documentation), applies approved monitoring standards and sampling approaches, and supports monitoring-related functionality and enhancements within Genesys and CRM platforms in partnership with cross-functional stakeholders. The role delivers actionable insights through trend analysis and reporting to support quality, compliance, and continuous improvement.

About the Role

Major Responsibilities

- Execute established monitoring programs across calls, omni-channel interactions, and case/eligibility documentation within CRM platforms.
- Apply and govern monitoring standards, audit criteria, sampling methodologies, and documentation requirements to ensure consistency and control.
- Ensure monitoring quality through periodic calibrations, quality checks, and validation of audit outputs.
- Oversee compliance monitoring to verify adherence to policies, privacy/data protection requirements, and AE/PTC reporting standards; escalate issues as appropriate.
- Own and maintain monitoring workflows, evaluation tools, job aids, and checklists to enable consistent execution.
- *Serve as a monitoring SME for Genesys and CRM platforms; assess product releases for impact and coordinate testing, validation and process/material updates.
- Partner cross-functionally (IDS, DDIT, Product, Legal, Compliance, ATP Customer Support, Program Management, Business Operations) to translate monitoring requirements into system enhancements and coordinate testing, validation and process reporting solutions.
- Analyze monitoring results to identify trends, systemic risks, and data quality issues; drive issue triage/resolution, escalate key findings, and support audit readiness and stakeholder reporting.

Required Experience:

Education: Bachelor's degree required

- 5+ years of experience in contact center, patient services, and/or healthcare/pharmaceutical quality and compliance monitoring, including case auditing and program monitoring.
- Experience operating within regulated or risk-based environments, with strong understanding of controls, evidence, and compliance frameworks.
- Demonstrated ability to build and implement monitoring routines, QA playbooks, and standardized workflows.

What you'll bring to the role:

- Strong analytical thinking and judgment; ability to translate data into clear, actionable insights and develop governance-ready reporting (trends, deep dives, recommendations).
- Proven ability to collaborate cross-functionally to support product and process enhancements and drive continuous improvement.
- Advanced proficiency in MS Office (Excel, PowerPoint), reporting and dashboard development (e.g., Tableau, Power BI), and experience with contact center and quality monitoring platforms (e.g., Salesforce, Verint, Genesys, Five9); AI experience a plus.

Preferred Experience:

- Experience supporting pharmaceutical patient support/hub services and reimbursement programs within healthcare or other regulated environments, including knowledge of AE/PTC reporting requirements and launch/hypercare support (risk sensing and prioritization).
- Additional qualifications include bilingual English/Spanish proficiency and relevant certifications (e.g., Six Sigma, PMP).

Novartis Compensation Summary:

The salary for this position is expected to range between \$114,100 and 211,900.00 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.

COVID-19 Vaccine Policy (customer-facing roles only): While Novartis does not require vaccination for COVID-19 or proof of a recent negative test result for COVID-19 at this time, employees working in customer-facing roles must adhere to and comply with customers' (such as hospitals, physician offices, etc.) credentialing guidelines, which may require vaccination. As required by applicable law, Novartis will consider requests for reasonable accommodation for those unable to be vaccinated. This

requirement is subject to applicable state and local laws and may not be applicable to employees working in certain jurisdictions. Please send accommodation requests to Eh.occupationalhealth@novartis.com

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. [Read our handbook \(PDF 30 MB\)](#)

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.

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