

Manager, Operational Controls

Job ID
REQ-10080613
авг 11, 2026
США
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.

As the Manager, Operational Controls, you will lead a team of Operational Controls Analysts responsible for the day-to-day execution, quality, and consistency of operational control monitoring across Novartis Patient Support programs. You will execute approved monitoring strategy and control frameworks into reliable, scalable execution, while supporting analyst capability and ensuring monitoring outputs are accurate, consistent, and escalated through established governance pathways. This role executes monitoring activities and the delivery/escalation of control insights. It does not own corrective action remediation, agent coaching, or end-to-end process redesign; those activities are managed through defined partner teams and governance.

About the Role

Major Responsibilities

- Manage day-to-day execution of operational control monitoring across assigned teams and programs, ensuring operational targets are met for Operational Controls Analysts.
- Ensure monitoring adheres to approved frameworks, scoring logic, definitions, standard work, and calibration routines to maintain consistency.
- Apply control definitions consistently while accounting for program context without drifting from standards.
- Manage monitoring volume, cadence, and depth based on operational risk, channel, and lifecycle stage; adjust staffing and focus during hypercare/launch periods.
- Directly manage and develop Operational Controls Analysts through clear expectations, prioritization, performance standards, onboarding, ongoing skill development, and coaching on monitoring accuracy, judgment, and consistency.
- Support team resilience through intentional cross-training across programs and monitoring functions while protecting required specialization and maintaining monitoring responsibilities.
- Enforce clear boundaries between monitoring, remediation, coaching, and training; prevent scope creep and reinforce documented decision rights and escalation paths.
- Conduct first-level quality checks; prepare and submit escalation inputs for governance forums and partner teams, while partnering with the Associate Director to ensure monitoring readiness for new programs, channels, and operational changes, with all activities aligned to Associate Director direction.

Minimum Requirements

- Education: Bachelor's Degree required. MBA or other graduate degree a plus

Required Experience:

- 3+ years of experience leading operational, quality, audit, or monitoring teams in a complex environment.
- Experience in patient services or similar environments (including specialty pharmacy distribution & capabilities, patient care coordination, operational workflows, and managed care knowledge).
- Demonstrated people leadership, coaching, and performance management capability.
- Experience operating within regulated and/or risk-based frameworks, with strong attention to control definitions and evidence.
- Strong judgment, analytical thinking, and ability to communicate clear, actionable insights to stakeholders; demonstrated critical thinking, leveraging technology and data to perform call quality monitoring efficiently and meet KPIs.
- Ability to enforce scope, standard work, and governance discipline in ambiguous settings.
- Highly proficient in MS Office tools, quality monitoring and contact center results analysis, and reporting; experience leveraging technology and data to support monitoring outcomes.
- Experience working with systems such as Salesforce, Verint, Genesys, Five9 and other quality monitoring systems (AI solution experience a plus); bilingual Spanish/English proficiency with strong reading, writing, and spoken skills.

Preferred Experience:

- Experience supporting omni-channel or technology-enabled operations (e.g., phone, email, chat), launch/hypercare periods including rapid risk sensing and prioritization, and within healthcare, life sciences, or similarly regulated environments.
- Experience building calibration routines, QA playbooks, and monitoring standard work; Six Sigma certification.

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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