

Associate Director, PSC Program Monitoring

Job ID
REQ-10085397
abr 11, 2026
CША
Available in: English

Сводка

#LI- Hybrid

This position will be located at the East Hanover, NJ site and will not have the ability to be located remotely. This position will require about 20% travel as defined by the business (domestic). Please note that this role would not provide relocation and only local candidates will be considered.

The Associate Director, PSC Program Monitoring leads the quality assurance, program monitoring, case auditing, and escalation governance strategy for Novartis Patient Support Center operations. This leader sets standards for monitoring and auditing coverage, ensures effective governance and risk sensing across programs and channels, and drives a consistent "find recommend fix" operating rhythm with PSC Program Management, Training, Analytics, ERC, Legal, Compliance, IDS, and Technology. The role leads managers responsible for day-to-day execution and analyst development, and partners with the Manager, Monitoring Operations, who owns monitoring standards/materials and monitoring-related Genesys/CRM functionality. Success requires scalable monitoring and escalation capabilities, decision-ready insights for governance forums, and effective use of technology (AI/automation) and near-/off-shoring to support efficiency and cost avoidance.

About the Role

Your responsibilities will include, but are not limited to:

- Own the people, process, and technology roadmap for Program Monitoring; ensure manager-led execution delivers scale, quality, and efficiency (operating model, capacity/coverage planning, tooling, and reporting).
- Set and maintain a sustainable, risk-based approach to monitoring, auditing, and escalation governance (control objectives, coverage, evidence standards, and decision rights); ensure adoption through manager-led standard work, calibration, and quality routines.
- Define the technology-enabled monitoring and auditing strategy (AI/automation, data capture, reporting); partner with IDS/DDIT/Product and the Manager, Monitoring Operations to translate requirements into Genesys/CRM functionality, scalable evaluation tools, and actionable reporting.
- Own PSC CAPA governance and audit readiness; ensure findings are evidence-based, owners/timelines are defined, and actions are tracked through closure with program, operations, training, and technology stakeholders.
- Lead the Program Monitoring organization across locations (East Hanover, NJ; Tempe, AZ; Mexico City, Mexico; Hyderabad, India) through direct leadership of managers/people leaders; ensure monitoring and escalation execution is consistent and high quality across teams.
- Oversee Program Monitoring & Escalations governance outcomes: define escalation thresholds/decision trees; ensure governance forums receive decision-ready narratives; and ensure remediation actions are assigned, prioritized, and tracked to closure.
- Responsible for team performance, engagement, people management (growth/coaching/motivation), adherence to company policies/processes
- Maintain a deep understanding of NPC policies and requirements and perform all responsibilities with integrity and in a manner consistent with company policy and/or guidance
- Supporting the short, -mid and long-term operations agenda and priorities for program transitions, new launches, new technologies, and near- and off-shore capabilities
- Build strong partnerships with PSC Program Management, Business Operations, ATP Customer Support, PSC Training, NPS Analytics, NPS Quality Assurance, IDS, DDIT, Product/Technology, ERC, Legal, and Compliance to align monitoring expectations, reporting, escalation pathways, and remediation ownership.
- Demonstrate a proactive approach to continual improvement by leading with a quality mindset
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes
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Required Experience:

- Education: Bachelor's degree required.
- Education: Bachelor's Degree; advanced degree preferred (MBA)
- 4+ years of pharmaceutical and/or pharmaceutical vendor experience
- 2+ years of people leadership experience, including coaching, performance management, and ideally leading through managers or senior leads in a complex, matrixed environment
- Experience within or supporting (200+ agent) contact center operations leadership
- Experience designing, governing, and scaling quality monitoring and/or auditing programs for contact center and/or case management operations (coverage strategy, standards, calibration, reporting, and continuous improvement)
- High awareness and understanding of patient access and reimbursement services, including prior authorization, appeals, and other payer utilization management mechanisms
- Knowledge of commercial copay programs, patient assistance programs and foundation support
- Strong interpersonal, communication, influencing and analytical skills
- Proactive, entrepreneurial approach to recognizing needs and anticipating issues and solving problems
- Ability to manage multiple projects and consistently meet deadlines
- Demonstrated ability to synthesize information to develop recommendations, and ability to influence matrixed partners

Preferred Experience:

- Experience working in a Patient Services contact center
- Experience creating operational case audit program/approach to ensure documented processes are being executed properly

- Demonstrated experience leveraging technologies such as AI and automation to optimize and enhance quality monitoring and auditing processes

Novartis Compensation Summary:

The salary for this position is expected to range between \$138,600 and 257,400.00 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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