

Operational Controls Analyst

Job ID
REQ-10082782
июл 20, 2026
Мексика
Available in: English

Сводка

The Operational Controls Analyst will provide operational control-focused monitoring for Novartis Patient Support programs. The role is accountable for monitoring omnichannel communications and scoring critical operational control elements, including potential adverse event identification and reporting, HIPAA verification and consent validation, and appropriate sharing of Prescribing Information, then documenting and communicating results so agents and supervisors can review, coach, and address gaps. This function is essential to support customers in accordance with required policies and regulatory requirements while helping patients start and stay on their Novartis therapy.

About the Role

Key Responsibilities

- Working knowledge of contact center quality principles and regulated requirements, including privacy and data handling expectations.
- Sound judgment and consistency in applying scoring criteria; commitment to calibration and maintaining inter-rater reliability.
- Strong organizational and time management skills to meet the required monitoring volume, timeliness, and reporting deadlines.
- Professional discretion and integrity, including handling sensitive patient information and escalating potential control or policy issues through established channels.
- This role is responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes.

Essential Requirements

- Education: High School Diploma required, associate's degree or higher preferred.
- Role is based in Mexico City and is hybrid combining both on-site and remote work hours, in alignment with site policy.
- May be required and scheduled to work on Novartis US IM holidays, as determined by business need.
- 1-3 years contact center or related quality monitoring experience
- Experience monitoring critical controls (or equivalent) in a regulated environment (healthcare/pharma/health insurance), including privacy and regulated call handling
- Experience monitoring/scoring to a defined rubric and participating in calibration to ensure scoring consistency
- Experience producing and presenting QA and risk/control reporting (trend analysis, defect themes, risk areas) to leaders/supervisors
- Experience providing coaching-ready feedback (clear, objective, behavior-based)
- Comfort with handling PHI/PII and applying necessary principles in documentation/sharing
- Strong communication skills including active listening, providing detailed feedback, creating documentation, paraphrasing
- Proficient in desktop applications Excel, PowerPoint, Teams, Word, SharePoint.
- High attention to detail with the ability to consistently identify and evaluate critical operational control behaviors.
- Strong verbal and written communication skills to document clear, objective observations of the interactions.
- Analytical mindset to identify trends, emerging risks, and root causes using monitoring results; ability to translate findings into insights and recommendations.

Preferred Experience:

- Successful team player; skilled at working with colleagues across multiple locations (both remotely and onsite)
- Prior experience in a pharma patient support hub / patient services / PSP environment
- Working knowledge of HIPAA authorization/consent concepts as applied in contact center work-flows
- Working with systems such as Genesys, Five9, NICE, Verint, Salesforce
- Familiarity with FDA/pharmacovigilance reporting expectations for intake of safety information
- Experience with omnichannel QA (calls + email/chat/SMS)
- Demonstrated use of critical thinking skills leveraging technology and data to perform call quality monitoring efficiently, effectively meeting KPIs as defined
- Bilingual Spanish and English. Highly proficient with reading, writing and spoken Spanish and English language skills.

Commitment to Diversity & Inclusion

Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

Accessibility and accommodation

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Novartis tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condición médica o discapacidad, necesita una adaptación razonable para cualquier parte del proceso de contratación, o para desempeñar las funciones esenciales de un puesto, envíe un correo electrónico a tas.mexico@novartis.com y permítanos conocer la naturaleza de su solicitud y su información de contacto. Incluya el número de posición en su mensaje.

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>

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Business Unit
Marketing
Место
Мексика
Сайт
INSURGENTES
Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.
Functional Area
Quality
Job Type
Full time
Employment Type
Regular
Shift Work
No

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