

Program Management Supervisor NPS

Job ID

REQ-10084938

Aug 04, 2026

LOC_MX

About the Role

Your responsibilities will include, but are not limited to:

- Leading a team of case navigators at different levels, responsible for comprehensive patient case management, including inquiries, product/program questions, and various services related to Novartis's brands.
- Supporting the day-to-day operations, managing escalations, and enhancing performance of a customer-focused contact center that serves customers through multiple channels.
- Overseeing the use of case management systems and promoting best practices to support the patient journey.
- Maintaining deep knowledge of brand programs and customer workstreams to optimize program performance.
- Escalating opportunities for improving efficiency and effectiveness of customer service to the Associate Director.
- Monitoring team performance, attendance, and quality to achieve service excellence and meet KPIs and SLAs.
- Collaborating closely with Performance Excellence to monitor call and system performance of agents.
- Ensuring monitoring outcomes are implemented at both agent and team levels.
- Scheduling coaching, huddles, and other sessions to positively impact overall performance and compliance of the team.
- Identifying trends in team behavior and performance to guide coaching, training, and communication, as well as assisting in identifying process improvements.
- Managing escalations from Care Navigators and providing necessary guidance for handling customer interactions.
- Promoting and sharing best practices to motivate Care Navigators, foster a collaborative team environment, and cultivate a culture of innovation.
- Regularly communicating with the team, along with the Associate Director, regarding policy changes, improvement opportunities, and procedures.
- Collaborating with various matrix partners internally and externally to ensure effective communication, collaboration, and coordination across teams, facilitating information flow for optimal job performance.
- Strong critical thinking skills and the ability to multi-task.
- Expertise working with data entry system(s), case management systems, computer software, and telephone/fax technology.
- Excellent phone and verbal communication skills – ability to follow oral and written directions.
- Ability to effectively collaborate with various matrixed Novartis teams.
- Forward thinker who can adapt and grow with the evolving Novartis Patient Support landscape.

Required Experience:

- Minimum 3+ years of Patient Services, Healthcare, or Contact Center experience.
- Two (2+) years of proven case management experience [with specialty products]. Additional experience with completing patient information Intake (data entry, obtaining consents) and Reimbursement activities (benefits checks, prior authorizations) is preferred.
- Previous leadership (minimum of 1 year) of team building, and performance management or team leadership experience.

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.

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>

Role Requirements

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Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.
[Read our handbook \(PDF 30 MB\)](#)

Division

DIV_IU

Business Unit

Marketing

Location

LOC_MX

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

FCT_MA

Job Type

Full time

Employment Type

Regular

Shift Work

No

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