

Patient Coordinator 1 (PSC)

Job ID

REQ-10085265

Aug 07, 2026

LOC_US

About the Role

Your responsibilities will include, but are not limited to:

- Develop and maintain knowledge of NPS programs and customer workstreams; broaden program knowledge over time.
- Learn and utilize protocols to respond to customer phone, chat, fax, intelligent chatbot, SMS /

text, mail, and e-mail inquiries as well as other communication channels in a prompt and courteous manner

- Prepare proper documentation and notifications; perform proper escalation, tracking, and follow-up
- Work with support and product program teams to transfer customers to other units as needed -ensure that referrals/questions are addressed in a timely, consistent, and organized manner to

avoid the delay of care for the patient.

- Prepare proper documentation and notifications; perform proper escalation, tracking, and follow-up.
- As applicable, raise innovative ideas which will drive improved efficiency and effectiveness of PC1 to Supervisors.
- Engage in real-time communication with patients, caregivers, healthcare providers, team members, and stakeholders via phone while simultaneously typing accurate and coherent

notes, messages, or documentation.

- Ensure all written communication is free from spelling and grammatical errors, maintaining a high standard of professionalism.
- Multitask effectively, balancing verbal and written communication to provide timely and accurate responses.
- Utilize various communication tools and platforms to facilitate seamless interaction and documentation.
- Manage confidential information in accordance with Company policy and PSC processes. Identify and report adverse events via the established Novartis systems as per applicable processes.

What you'll bring to the role:

- Education:

o High School Diploma required

- Prior Novartis Patient Coordinator training certifications or equivalent training certifications.

o Minimum 6 months of proven Contact Center Experience (such as Healthcare, Pharmaceuticals, or other industry call center experience) OR BA/BS degree OR US Military experience with honorable discharge in lieu of experience.

o Experience with work that requires the balancing of multiple priorities.

o Experience working with data entry system(s), fax machines, computer software, and telephone technology.

o Excellent written and verbal communication skills – ability to follow oral and written directions.

- o Strong problem-solving and critical thinking skills.

- o Computer literacy in MS Word, MS Teams, Excel.

*Ability to complete all calls once they have begun to ensure no interruption of service.

- Preferred Experience:

- o 1 year of Customer Contact Center Experience in the Pharmaceuticals industry.

- Therapeutic area experience

- Travel requirements:

- This job requires you live within 90 miles of the East Hanover, NJ or Tempe, AZ site of Novartis

- Proximity and ability to commute to work onsite in East Hanover, NJ or Tempe, AZ for occasional meetings or events. To be scheduled at the discretion of the business.

- When working from home, a quiet dedicated space with internet/WiFi service or the ability to obtain such service where the employee can work without interruption

- Ability to work the scheduled work hours, which generally will be a 9-hour shift with two paid rest breaks and an unpaid lunch break; Working schedule is either 8:00 am EST – 5:00 pm EST/9:00 am – 6:00 pm EST or 11:00 am EST – 8:00 PM EST

- Ability to complete all calls once they have begun to ensure no interruption of service

- For Patient Support Center (PSC) Roles with a Dedicated Training Period: The individual hired for this role will be required to successfully complete initial training, including passing simulations and become certified to do the role

Novartis Compensation Summary:

The salary for this position is expected to range between \$37,200, and \$69,200 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

Role Requirements

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 \(PDF 30 MB\)](#)

Division

DIV_IU

Business Unit

Marketing

Location

LOC_US

Site

Arizona

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

LOC_US

Functional Area

FCT_SA

Job Type

Full time

Employment Type

Regular

Shift Work

No

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