

Customer Operations & Patient Support Manager (12 pm – 8 pm EST)

Job ID
REQ-10085791
abr 17, 2026
CUSA
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.

Every patient journey is unique, and in this role, your work will help ensure patients receive life-changing cell and gene therapies when they need them most. As a Customer Operations & Patient Support Manager, you will serve as a trusted partner to treatment centers, patients, and caregivers, guiding them through complex treatment logistics while delivering exceptional service and support. This is an opportunity to make a meaningful impact every day by coordinating critical operations, solving challenges collaboratively, and helping create a seamless experience for those navigating some of the most important moments of their lives.

About the Role

Key Responsibilities:

- Supports end to end, commercial and clinical order management and patient support services administration, for all treatment centers within an assigned US geography
- Serves as a trusted, knowledgeable, single point of contact for all inquiries regarding order logistics and patient support services, beginning with initial order submission all the way through to final product delivery. Provides customer service support in handling inbound customer inquiries and conducts outbound follow-up communication to ensure timely and accurate service support to our customers
- Works cross-functionally with cell therapy operations, supply chain, manufacturing, quality assurance, legal, regulatory, commercial, and medical teams to ensure that the Customer Service Center delivers against the needs of our customers (both external and internal).
- Contributes to improve and develop innovative solutions to deliver enhanced customer experience and more efficient management
- Recognizes and processes Potential Adverse Events in accordance to Novartis training and processes
- Facilitates training to hospital account teams, virtually or in-person, educating participants on Patient Support Services and Ordering Procedures
- Manages all Patient Services requests for assigned accounts to ensure timely and accurate response/handling
- Builds relationships with treatment center staff including prescribers, nurse coordinators, social workers, finance team and other healthcare professionals to better understand patient journey and account specific needs. Communicates patient Support Services outcomes directly with patients and caregivers

Essential Requirements:

- **Education:** Bachelor's degree preferred
- Minimum of 3 years in customer support (service) or patient facing experience is preferred
- Understanding of the pharmaceutical industry and healthcare business service offerings and customer needs
- Strong track record of successful team collaboration and delivery of results
- Supply Chain / Logistics experience is a plus

Other Work Requirements:

- Ability to work the scheduled work hours, which generally will be an 8-hour shift: Working schedule will be 12:00 PM EST – 8:00 PM EST and may be subject to change to support business needs
- This position will require holiday support

Novartis Compensation Summary:

The salary for this position is expected to range between \$108,500 and \$201,500 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.

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.

Дивизион

US

Business Unit

General Management

Место

США

Состояние

Remote, US

Сайт

Remote Position (USA)

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

East Hanover, New Jersey, США

Functional Area

Маркетинг

Job Type

Full time

Employment Type

Regular

Shift Work

No

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