NOVARTIS

Patient Coordinator 1 (Patient Support Center)

Job ID
REQ-10093260
Ноя. 20, 2026
Мексика

Сводка

#LI-Hybrid
Location: Mexico City, Insurgentes

Contract Type: Tu contratación será por tiempo indeterminado desde el inicio (es decir fija), y estará sujeta a un periodo de capacitación establecido por ley. Este periodo durará 3 meses y al término del mismo, se evaluará si se cumplieron satisfactoriamente los objetivos de la capacitación, y con base en ello, se determinará la continuidad de la relación laboral. El periodo de capacitación no cambia la naturaleza de la posición ni afecta tu antigüedad, simplemente nos permitirá confirmar si realmente existe o no un buen ajuste entre las responsabilidades el puesto, los indicadores de servicio y tu desempeño. Nuestra expectativa, desde luego, es que tu proceso sea exitoso y construyas una cerrera con nosotros.

Reimagining Medicine Starts With Our People

The Patient Coordinator 1 (PC1) serves as a primary point of contact for patients, caregivers, healthcare professionals, and other stakeholders seeking support through the Novartis Patient Support Center (PSC). This role is responsible for delivering timely, accurate, and compassionate assistance across a variety of patient support programs, helping customers navigate available resources, enrollment processes, medication access services, and case status inquiries.
Supporting both retail and specialty pharmacy products, the Patient Coordinator plays an important role in creating a positive customer experience while ensuring patients receive the information and support needed throughout their treatment journey. This position requires strong communication skills, attention to detail, empathy, and the ability to effectively manage multiple priorities in a fast-paced environment.

About the Role

Customer Support & Service Excellence

- Serve as a first point of contact for patients, caregivers, healthcare professionals, and other stakeholders contacting the Patient Support Center.
- Respond to customer inquiries through phone, email, chat, SMS/text, fax, mail, chatbot, and other approved communication channels.
- Provide information regarding program services, enrollment requirements, case status updates, co-pay assistance programs, and available support resources.
- Deliver professional, empathetic, and customer-focused service during routine and sensitive interactions.

Patient Support Coordination

- Support patient enrollment activities and facilitate access to available patient support services.
- Connect customers with appropriate internal resources, including Care Navigators and other Patient Support Center partners when additional support is required.
- Assist customers in navigating available resources while ensuring continuity of service and minimizing delays in care.
- Provide accurate information regarding approved program offerings and available patient support resources.

Documentation & Case Management Support

- Accurately document customer interactions, requests, case notes, and follow-up activities in designated systems.
- Perform appropriate tracking, escalation, and follow-up activities to ensure timely resolution of customer inquiries.
- Maintain high standards of written communication, including accurate grammar, spelling, and documentation practices.
- Support case-related administrative activities while ensuring data integrity and compliance with established procedures.

Operational Excellence

- Develop and maintain knowledge of patient support programs, products, and customer service processes.
- Utilize available systems, tools, and knowledge resources to efficiently manage customer interactions.
- Identify opportunities to improve customer experience, service quality, and operational efficiency.
- Participate in training programs and ongoing development activities to expand program knowledge and skills.

Compliance & Quality

- Handle confidential and sensitive information with professionalism and in accordance with company policies and applicable regulations.
- Adhere to established quality standards, operating procedures, and performance expectations.
- Identify and report adverse events through established Novartis reporting processes.
- Support compliance with all applicable healthcare and privacy requirements.

Essential Requirements

Education

- High School Diploma or equivalent required.
- Associate degree or Bachelor's degree in Healthcare, Business, Communications, Life Sciences, or a related field preferred.

Experience

- Minimum 1 year of experience in a contact center, customer service, healthcare support, pharmaceutical services, or a related customer-facing environment.

- Experience managing multiple priorities in a fast-paced environment.
- Experience working with data entry systems, customer service platforms, or case management systems.
- Proven ability to provide customer support while maintaining accuracy and attention to detail.

Technical & Professional Skills

- Strong verbal and written communication skills.
- Ability to simultaneously communicate with customers while documenting interactions in real time.
- Experience using Microsoft Office applications including Word, Teams, and Excel.
- Strong data entry and system navigation skills.
- Ability to learn and apply new processes, systems, and procedures quickly.
- Strong organizational and multitasking capabilities.

Interpersonal Skills

- Demonstrated empathy and customer-focused mindset.
- Ability to remain calm and professional during challenging or emotionally sensitive interactions.
- Strong problem-solving and critical thinking skills.
- Openness to feedback and commitment to continuous learning and professional development.
- Ability to work collaboratively in a team-based environment.

Language Requirements

- Advanced English proficiency with the ability to communicate effectively with U.S.-based patients, caregivers, healthcare professionals, and internal stakeholders.
- Strong verbal and written communication skills.

Preferred Qualifications

- Experience within the pharmaceutical, healthcare, or patient support industry.
- Knowledge of patient assistance programs, reimbursement processes, or healthcare access services.
- Experience supporting customers through multiple communication channels.
- Familiarity with CRM or case management platforms.

Work Requirements

- Ability to work in a hybrid environment with regular onsite attendance at the Novartis Mexico City office as required.
- Dedicated home workspace with reliable internet connectivity when working remotely.
- Ability to work assigned schedules supporting U.S. business operations.
- Successful completion of required onboarding, training, simulations, and certification activities.
- Ability to complete customer interactions without interruption and maintain service continuity
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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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Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.
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Дивизион
US
Business Unit
Marketing
Место
Мексика
Сайт
INSURGENTES

Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.
Functional Area
Market Access
Job Type
Full time
Employment Type
Regular
Shift Work
No

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