

Case Manager 2 (Care Navigator)- Multiple Positions

Job ID

REQ-10085269

Aug 07, 2026

LOC_US

About the Role

Your responsibilities will include, but are not limited to:

- Develop and maintain Subject Matter Expert (SME) level knowledge of the relevant brand and customer workstreams for the specific assigned program
- Learn and utilize protocols to respond to customer phone, chat, fax, SMS / text, mail, and e-mail inquiries as well as other communication channels in a prompt and courteous manner
- Professionally and compliantly interact with customers, relevant Novartis associates, and other external contacts during inbound and outbound phone calls
- Manage assigned cases throughout the patient journey; perform proper and timely escalation, tracking, triage and follow-up where required
- Handle complex interactions and/or cases as it pertains to navigating insurances and financial assistance
- Adhere to call guides, job aides and work instructions for case processing and case cadence
- Adhere to Service Level Agreements (SLAs), Key Performance Indicators (KPIs), productivity, and quality metrics
- Leverage dual monitors and technological solutions to support Case Management activities
- Accurately and concisely document all interactions to inform cross-functional partners on the relevant status details
- Promptly and courteously respond to tasks and notifications from PSC counterparts
- As applicable, raise innovative ideas which will drive improved efficiency and effectiveness of customer service to Supervisors
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes

Minimum Requirements

- Education:
- High School Diploma required, associate or BS/BA degree preferred

Required Experience:

- Prior Novartis Care Navigator training certifications or equivalent training certifications.
- Minimum 3 years of relevant patient service support experience (such as Healthcare, Pharmaceuticals, Patient Services or Contact Center Experience)
- Strong interpersonal, telephone and verbal communication skills, including the ability to project warmth and

compassion while effectively and efficiently conveying information

- Excellent written communication skills including the ability to interpret, capture and document the essence of and next steps for customer conversations in a clear and cogent way
- Must follow oral and written directions
- Ability to multitask and balance multiple priorities at once
- Computer literacy in with email, video conferencing systems, and data entry/case management systems

Preferred Experience:

- Experience working with Salesforce or other CRM platforms
- Strong business acumen
- Bi-lingual, Spanish speaking preferred
- 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.

Other Work Requirements:

- 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 \$45,300, and \$84,100 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

East Hanover

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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