

Analyst

Job ID
REQ-10037999

2月 10, 2025

India

摘要

In this role the new hire will get a chance to work directly with Commercial Excellence team members from country offices and expected to deliver quality with Incentive Calculations operations and related deliverables and lead some engagements. They will engage and identify shared priorities and meet customer 's needs through problem-solving techniques to improve patient outcomes.

This is an individual contributor role will work directly with commercial excellence teams in the countries and would report to a Team Leader/Group Leader

About the Role

Key Responsibilities

- Create and deliver below Field Excellence reporting and insights as per agreed SLAs

(timeliness, accuracy, quality) and drive excellent customer service

- Designs, develop and/or maintains Alteryx based solutions that optimizes field excellence activities based on Country commercial excellence needs through varied variety of evolving infrastructure landscape. Findings of new visualizations tools is also possible.
- Deliver services through structured project management approach with appropriate documentation and communication throughout the delivery of services.
- Crafts and maintains standard operating procedures (SOPs), quality checklists that will enable excellent quality outputs for all outputs within the function.
- Develops and maintains knowledge repositories that collects qualitative and quantitative data of field excellence related trends across Novartis operating markets, etc
- Support team leaders in recruitment and on-boarding of new associates within the organization.
- Participate and chip in various knowledge sharing sessions that enables growth and improves quality deliverables across the function.
- Ensures outstanding communication with all partners including internal associates, and clients through regular updates with focus on accomplishments, important metrics, standard methodologies, staffing changes and key events.

Essential Requirements:

- Curiosity and strong analytical thinking, verbal and written communication skills and exposure to working in multi-functional/cultural environment.
- Good communication and interpersonal skills. Conceptual, analytical & tactical thinking, strategic thought process
- Align with all internal functional operating procedures like time tracking, critical metric tracking and reporting, and other internal systems and processes
- Comply to all Novartis operating procedures as per legal / IT / HR requirements
- Ability to operate optimally in an international matrix environment.
- Responsible for standard and ad-hoc extracts/reports across multiple primary and secondary data sources.
- Establish and maintain positive relationships with key functional partners

Desirable Requirements

- University/Advanced degree is required, master ' s degree or equivalent experience in fields such as business administration, finance, computer science or technical field is preferred
- Should have min of 4+ years of work experience in contact Centre - Performance Excellence (Quality Monitoring) / ITES QAs / Some experience of Patient Contact Centers and needs to be proficient in Qlik Sense, SQL, MS Excel, Alteryx, ETL Tool, Incentive compensation and good to have a pharmaceutical industry proven experience.

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部门

Operations

Business Unit

Innovative Medicines

地点

India

站点

Telangana

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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