

## Performance Excellence Analyst

Job ID  
REQ-10045361

4月 02, 2025

Mexico

### 摘要

This role supports quality monitoring and evaluating performance of customer-facing Patient and Customer Support agent patient, HCP, pharmacies and or medical sites engagements. This role is responsible for evaluating the customer facing contact center agent use of:

- approved talking points, FAQs and knowledge articles
- effective customer centric listening and satisfactory communication skills
- accurate and efficient use of program process, job aids
- CRM and telephony-based systems tools employed to support patients, caregivers, payors and/or HCPs via phone and other support channels (email, fax, SMS, IVR as examples).

Must be flexible on schedule and hours (8am - 5p, 9a - 6p ET)

May be required and scheduled to work on Novartis US IM holidays as determined by business need. This role functions as subject matter expert (SME) when special or critical case quality issues occur. This position will work in conjunction with Performance Excellence leadership and NPS teams to maintain overall program quality. This may include team meetings, training programs and document reviews. This role is responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes. This role will use technology to complete tasks reviewing audio and video recordings. Excellent written English skills, a passion for patient service, the ability to balance constructive performance-based feedback with empathy, accuracy and

timeliness is required.

## About the Role

### Key Responsibilities:

- Monitor customer interactions
  - Inbound and outbound calls, email, Interactive Voice Response (IVR) scripts, SMS/text, chat, and other channel communications to ensure quality and compliance standards are met. Approved call guides, training memos, work instructions, job aids are the source documents used for evaluation of the customer interaction. This role requires your proficiency and accuracy with applying those guidelines to the evaluations.
  - Evaluates, observes, and monitors agent use of various systems as part of their role to support customer engagement and manage transactions helping to ensure accurate documentation.
  - Ensures adherence to quality assurance policies and procedures, identifying gaps and recommending corrective actions
  - Where applicable, provides feedback to the agent or Supervisor offering skill coaching, contact handling performance evaluation using Novartis provided QA guidelines and evaluation tools.
- Assess agent performance
  - This position will review and evaluate proper identification and reporting of potential adverse events (PAE) and any product technical complaints.
  - Provides quality ratings and identifies and/or recommends training areas for coaching and development.
  - Performs performance monitoring calibration to ensure alignment with key business partners.
- Monitor trends
  - Document and share trends and insights that support the growth and development of overall contact center performance, especially in quality measures that impact satisfaction, efficiency, and agent attrition, including but not limited to:
  - The improvement of call, voice, and other channel communication experiences
  - Identifying possible areas of business risk reduction
  - Supporting continuous improvement in the Patient Support Center 's processes
  - Identifying and addressing potential customer interaction issues
  - Providing feedback regarding quality monitoring findings to key roles and partners regarding new/existing technology solutions for documentation, insight gathering, opt outs/channel suppressions.
- Technological Responsibilities
  - Uses Genesys, Salesforce and other systems and resources to identify areas to improve agent processes and performance that impact engagement, both customer and agent satisfaction. This role contributes information that supports the user stories, journeys and customer experience flows.
  - Systems may include recorded calls, Natural Language Processing speech analytics, Customer Relationship Management (CRM), and telephony platforms
  - Work across systems to access quality performance reports

- This role supports the performance of customer-facing Patient and Customer Support agents providing support to patients, physician office staff, pharmacists, sites and internal partners.

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>

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部门  
US

Business Unit  
Innovative Medicines

地点  
Mexico

站点  
INSURGENTES

Company / Legal Entity  
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area  
Marketing

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.



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