

Intake Specialist

Job ID
REQ-10020711
Sep 02, 2024
Mexiko

Summary

-Responsible for the independent delivery of profound administrative services in a local and a global context. Ensure service levels are delivered in line with site requirements.

About the Role

Your responsibilities will include, but are not limited to:

- Review source documents such as faxed patient service request forms
- Accurate and timely data entry of source documents (within key performance indicators)
- Postal mail, email, or other source document intake, review and processing
- Review source documents for Potential Adverse Event identification and reporting
- Follows quality control processes to ensure data integrity; flags trends and communicates insights with supervisor
- Participates in activities that improve department operations and/or support to the department for quality improvements
- Other special projects as assigned

What you'll bring to the role:

- Education: High school diploma required
- Travel requirements: No travel requirements. Role is office-based in Mexico City.
- Proximity and ability to commute to work onsite in torre Aleph, as this is a hybrid working model. 3 days in office, 2 days at home.
- When working from home, a quiet dedicated space with internet/WiFi service or the ability to obtain such service (Novartis offers a subsidy to partially cover the cost of this technology) where the employee can work without interruption

Required Experience:

- 1-2 years of general office experience or equivalent training
- Minimum of 1 year of data entry/computer experience in an office or healthcare related environment

- Network computer system and personal computer proficiency; office copier, scanner, FAX machine, miscellaneous office equipment.
- Strong verbal and written communication skills, attention to detail, and interpersonal skills.
- Proficient in MS Outlook and basic MS Office tools (Word)

Preferred Experience:

- Post-secondary education (certificate program, Associate's degree)
- Experience working with Salesforce CRM
- Familiarity with HIPAA regulations and handling Protected Health Information
- Medical office experience and familiarity with medical terminology

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Innovative Medicines US

Business Unit
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Mexiko
Site
INSURGENTES
Company / Legal Entity
MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.
Functional Area
Einrichtungen und Verwaltung
Job Type
Full time
Employment Type
Regular
Shift Work
No
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