

# Intake Specialist

Job ID  
REQ-10020711  
Sep 02, 2024  
Mexico

## 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

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

Division

US

Business Unit

Innovative Medicines

Location

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Facilities & Administration

Job Type

Full time

Employment Type

Regular

Shift Work

No

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