

## Supervisor, Access Solutions

Job ID: 00412232

**Job Function**

Key Account & Custom Relationship Mgmt

**Schedule**

Full-time

**Location**

United States-California  
South San Francisco

**Job type**

Regular Employee

**Company/Division**

Pharmaceutical

**Job Level**

Experienced

### Who We Are

At the Roche Group, about 80,000 people across 150 countries are pushing back the frontiers of healthcare. Working together, we've become one of the world's leading research-focused healthcare groups. A member of the Roche Group, Genentech has been at the forefront of the biotechnology industry for more than 30 years, using human genetic information to develop novel medicines for serious and life-threatening diseases. The headquarters for Roche pharmaceutical operations in the United States, Genentech has multiple therapies on the market for cancer and other serious illnesses. Please take this opportunity to learn about Genentech, where we believe that our employees are our most important asset and are dedicated to remaining a great place to work.

### The Position

Supervisor

- Manages the daily workflow, ensuring adequate coverage is available on a daily basis
- Performs ongoing analysis of existing operations and implements new functions and tactics as required
- Identifies trends/obstacles for distributor/vendor relationships and reimbursement activities
- Keeps current with applicable laws, regulations and policies that govern the conduct of activities and ensures staff members are adhering to these guidelines
- Maintains timely and effective communications with management regarding departmental issues
- Investigates and responds to customer complaints while concurrently instituting necessary improvements to avoid recurrence
- Ensures accountability for project timelines and SMART goals
- Provides staff with clear expectations, consistent direction, coaching and feedback
- Provides first line of support for escalated calls and external customer support issues
- Provides managerial support internally and externally

- Sets performance standards and conducts staff performance evaluations
- Identifies and communicates vision and strategy to team
- Identifies internal and external training requirements
- Works with internal business partners/stakeholders to understand their strategies and goals for integration into departmental goals and objectives
- Works with Planning Ops as appropriate to develop departmental budgets
- Creates, disseminates and directly manages special projects, audits and reports for team
- Identifies and undertakes a variety of special projects aimed at increasing effectiveness and finding efficiencies; also participates on cross-functional teams that help further operational success
- This position may require some travel and flexibility in work shift

## **Who You Are**

- Bachelors degree is preferred
- Experience in contact center management including, but not limited to, scheduling (i.e. Blue Pumpkin), call monitoring, call forecasting and data management
- At least 4 years experience in the healthcare/ healthcare reimbursement field combined with some people management experience
- Proven ability to plan, prioritize, and manage processes
- Proficient in all aspects of reimbursement (i.e., payer reimbursement policies, regulatory, and administrative rules).
- Demonstrated expertise in Access Solutions systems, processes and policies preferred
- Excellent knowledge of the managed care industry including government payers preferred
- Possess excellent interpersonal skills with a proven ability to produce quality work under pressure
- Possess strong analytical skills, business and financial acumen, and capable of effective use of market research, forecasts and business analytics
- Possess basic understanding of the pharma/biotech industry, Genentech business model, brand and marketplace, preferred
- Demonstrate strong customer orientation/focus
- Ability to motivate and energize others while displaying respect for diversity and fairly managing conflict
- Demonstrates oral and communication skills including presentation skills.

Genentech is an Equal Opportunity Employer.