

AD, Novartis Patient Support CRM, Program Strategy & Operations

Job ID
REQ-10060230

9月 02, 2025

USA

摘要

#LI-Hybrid

Novartis has an incredible opportunity for a talented individual to join our team as The Associate Director of NPS CRM, Program Support. You will play a key role in strategy and operations supporting product ordering, logistics and connection to other patient services. The associate is responsible for working with internal and external stakeholders (including vendors) to implement new programs and optimize current operations with the goal of delivering a quality customer and patient experience at scale. This includes designing new processes, implementing new programs/tools/resources, supporting team training efforts and assessing performance. You will develop data driven insights to inform key business decisions. The associate also serves as a key point of contact in the collaboration with department leadership, market access, legal, finance, and compliance colleagues.

This position will be located at the East Hanover site and will not have the ability to be located remotely. This position will require 20% travel as defined by the business (domestic and/ or international).

Please note that this role would not provide relocation, and only local candidates will be considered.

About the Role

Key Responsibilities:

- Develop and drive adoption of enhanced customer-centric capabilities to deliver high quality support to internal and external stakeholders
- Engage with NPS CRM team to define process optimization opportunities
- Support delivery of systems and tools in partnership with IT (as well as 3rd parties) to support product fulfillment, patient access and the customer experience
- Measure and analyze key performance metrics and drive continual process improvement. Metrics includes but are not limited to: customer satisfaction, new systems/application adoption, and internal stakeholder satisfaction
- Own and resolve escalations related to customer engagement
- Lead team training efforts to ensure effective adoption of new processes and tools
- Serve as day-to-day liaison with Novartis CRM colleagues to coordinate and streamline processes across Patient Services, Finance and Customer Services
- Provide regular updates to department leadership on program performance, as well as coordinate and facilitate monthly and quarterly business reviews
- Work closely with internal and external stakeholders to ensure data exchanges and associated reporting are timely and accurate
- Communicate to leadership key operational events as they arise to ensure effective business understanding and/or necessary coordination and adjustments
- Ensure alignment with NPS & Brand strategies to develop tools necessary for NPS Access & Reimbursement Teams to help eliminate coverage barriers for patients.
- Partner with NPS Content Center of Excellence (CoE) to adhere to the enterprise content approach
- Partner with NPS Content CoE and external creative agencies to develop communication strategies and materials necessary to execute and educate on NPS programs
- Ensure “sign-off” of concept, develop content and submission of materials in FUSE/MAP and rollout/communication plan of tactics to field and front-line patient support associates in the Patient Support Center and/or external Hub partners
- Identify opportunities to apply learnings and content across diseases areas with an Enterprise approach in collaboration with the NPS CoEs
- Partner with legal and compliance teams to ensure programs are compliant and evolve as needed based on new laws / regulations with minimal or no oversight
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes.

Essential Requirements:

- Bachelor ' s degree and a minimum of 5 years of pharmaceutical industry experience to include patient access services, program management, account management or brand marketing
- Solid understanding of the healthcare environment specifically in the area delivering services to Health Care Professional and Patient customers

- Must possess analytical skills in anticipating trends and areas of risk
- Problem-solving skills to resolve issues with cross-functional team conflicts, budgetary restraints, and / or other obstacles that hamper the completion or implementation of a project/roll-out
- Experience with budget management

Desired Requirements:

- Experience working managing agency activities related to creation of assets preferred
- FUSE / MAP experience preferred
- Proven ability to design and implement innovative and supportive solutions for internal team and external customers - preferred
- Sales Force.Com knowledge preferred

Novartis Compensation Summary:

The salary for this position is expected to range between \$145,600 and \$270,400 per year.

The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors.

Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards.

US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:

<https://talentnetwork.novartis.com/network>

Benefits and Rewards: Read our handbook to learn about all the ways we ' ll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

EEO Statement:

The Novartis Group of Companies are Equal Opportunity Employers. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, sex, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status.

Accessibility & Reasonable Accommodations

The Novartis Group of Companies are committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the application process, or to perform the essential functions of a position, please send an e-mail to us.reasonableaccommodations@novartis.com or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

部门
US

Business Unit
Universal Hierarchy Node

地点
USA

状态
New Jersey

站点
East Hanover

Company / Legal Entity
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

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