

Associate Director, Enterprise Account Management

Job ID
REQ-10061472

9月 12, 2025

USA

摘要

Location: Remote

This position can be based remotely anywhere in the U.S. (there may be some restrictions based on legal entity). Please note that this role would not provide relocation as a result. The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager.

The Enterprise Account Management Lead develops and delivers training for account managers in hospitals and IDNs, partnering with stakeholders to design strategies, conduct needs assessments, and align curriculum with business goals. Responsibilities include managing budgets, facilitating training, and measuring impact. Success requires experience in pharmaceutical account management, strong communication, and project management skills, with an emphasis on fostering continuous improvement and translating business strategy into effective talent development plans.

About the Role

Overview

Responsible for the development of the learning strategy for CE Priority Accounts onboarding and skills training in partnership with key internal stakeholders and external SMEs/partners.

Key leadership responsibilities include:

- Collaborating with internal Training Leads, Field CE Priority Accounts leadership, and external vendors/SMEs in developing skills training that reflects the evolving needs of CE Priority Accounts Field and Leadership.
- Ensuring skills curriculum is aligned with Enterprise Account Management Go-To-Market model.
- Leading/overseeing ongoing needs analysis and leveraging results to inform/adjust curriculum as needed.

Strategic Partnership

- Act as a business partner to the Field CE Priority Accounts function, understanding their goals, challenges, and workforce development needs.
- Translate business strategy into learning strategy and talent development plans.
- Conduct skills training needs assessments as needed.
- Advise Learning Leadership on learning interventions to close performance or skill gaps.

Learning Strategy & Program Development

- Co-design and deliver end-to-end learning solutions, including onboarding, customer-facing skills, technical training, and ongoing upskilling initiatives.
- Leverage data and stakeholder input to build targeted, scalable programs.
- Partner with internal Learning Technology lead to ensure appropriate balance of virtual vs. live training and internal/external SMEs to maximize training impact while minimizing disruption in field.
- Apply appropriate review processes and policies (FUSE, Legal, etc.) to train content development and deployment.
- Manage the administration of the assigned budget.
- Curate internal and external content and manage vendor relationships as needed.

Facilitation & Delivery

- Facilitate live and virtual workshops and training sessions with impact and engagement.
- Oversee the facilitation and quality of vendor-led sessions (live and virtual).
- Partner with Leadership Excellence learning functions to ensure connection to field coaching and development principles.

Measurement & Evaluation

- Track and report on learning KPIs, ROI, and business impact.
- Ensure a consistent and rigorous certification process is in place (as appropriate) and aligned to the department ' s measurement and impact strategy.
- Use feedback and learning analytics to continuously improve programs

Collaboration

- Partner closely with Field CE Priority Accounts Leaders, P&O staff, and other key field-based stakeholders.
- Act as a champion of the company ' s values and employee experience

Experience: (minimum/desirable):

BA/BS Required

Field/HQ training experience strongly preferred

Minimum Requirements

Education: Bachelor ' s degree or equivalent education/degree required; MBA or equivalent preferred

5 Years Hospital Account Management experience

Field sales leadership required

2 years of experience within a Account Management, or other non-demand generating, role.

Field or HQ support experience (i.e., Training, Operations) and Lean Six Sigma a plus.

Preferred Qualifications:

- Presentation and platform skills, plus ability to communicate in small and large settings
- Strong communication (oral/written) & interpersonal skills
- Understanding of brand strategy & tactics
- Administrative management skills - planning, organization, operational decision making and analysis
- Proven ability to manage multiple projects and be accountable for individual & department results
- Demonstrated experience in working with others to achieve organizational objectives, including the ability to anticipate and adapt

- The pay range for this position at commencement of employment is expected to be between \$152,600.00 and \$283,400.00 per year; however, while salary ranges are effective from 1/1/25 through 12/31/25, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills and abilities. The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these benefit plans will be provided if an employee receives an offer of employment. If hired, employee will be in an “at-will position” and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

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部门
US

Business Unit
Universal Hierarchy Node

地点
USA

状态
Remote, US

站点
Remote Position (USA)

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

Functional Area
Sales

Job Type
Full time

Employment Type
Regular

Shift Work
No

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