

Senior Product Manager - Novartis Patient Support (NPS)

Job ID REQ-10062642

11月 21, 2025

USA

摘要

#LI-Hybrid

This position will be located at the East Hanover, NJ site and will not have the ability to be located remotely. Please note that this role would not provide relocation, and only local candidates will be considered.

Up to 27 potential launches expected in the next 5 years at Novartis. The Patient & Specialty Services (PSS) team is at the forefront of transforming how the industry helps patients get access to treatment. Do you want to be part of a team that puts patients first with a strong focus on reimagining patient-centric initiatives? We'd love to hear from you.

The Senior Manager, PSS Product Management, is responsible for the integration and deployment of technology products within the US Innovative Medicines PSS organization. This individual will report to the Director - PSS Product Management and will be responsible for building and deployment of all technology products that support our PSS Patient Support Center (PSC), inclusive of tools, processes and technologies that enable meaningful experiences for our patients and practices. This individual will work closely with the PSC team with a deep understanding of our technological product portfolio, patient services business processes and ongoing reimbursement operations. This individual

will work closely with a large cross-functional team covering product, technology, Patient Support Center (PSC) operations, enterprise strategy, vendor management and analytics to ensure a seamless product experience for our internal and external customers.

About the Role

Key Responsibilities:

- Lead end-to-end integration of all technology Products within PSC operations by demonstrating a very strong understanding of patient services, including business processes, operational flows, program design, and operational challenges
- Lead one or more scrum teams (Product owner, scrum master, business analyst, developers, testers etc.) to develop scalable enterprise products in partnership with the Product and IT teams that successfully address PSC operational challenges
- Lead the documentation and ongoing maintenance of product requirements for Product / IT to build technical applications across all products working alongside PSS business strategy and franchise teams
- Demonstrate understanding of the patient services internal and vendor landscape, including Benefit Investigation, Prior Authorization, Co-pay, patient & practice authorizations, consent / opt-outs, and ongoing refill management solutions, for all product archetypes
- Leverage data insights, research and competitive analysis to identify opportunities to drive user-centered products and product enhancements
- Partner with large cross-functional global team from Product and IT teams in support of PSC operations with continual improvement of this area as well
- Engage with key stakeholders (PSC, franchise, IT, vendors), keeping them abreast of product status, to gain continuous buy-in

Essential Requirements:

- Education: Bachelor's Degree in relevant area. MBA or Advanced degree in quantitative subjects (e.g., Data Science, Statistics, Economics, Social/Life Sciences) strongly preferred.
- 3+ years of product management and technology experience in driving utilization of technology forward futuristic process initiatives.
- Deep understanding specializing in user experience design, driving intuitive, innovative and user-centered digital product adoptions.
- Demonstrated experience leading scrum teams, including Product Owners, Scrum master, Business analyst, Developers, Testers etc.
- Experience in driving results in a matrix organization.
- Proven self-starter and ability to deliver strong results in a "hands-on" role.
- Proven expertise in product management, roadmaps and discovery.
- Ability to interface with and influence senior leaders.

Desirable Requirements:

• 1+ years of experience in patient services and reimbursement operations, either in Pharma or

at reimbursement HUBs

Multi-functional experience in Pharmaceutical or Healthcare

Novartis Compensation and Benefit Summary: The salary for this position is expected to range between \$103,600.00 and \$192,400.00 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.

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Business Unit Marketing
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



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