

Executive Director, Customer Engagement Future Readiness & Launch Excellence

Job ID
REQ-10065718

10月 29, 2025

USA

摘要

#LI-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. This position will require 50% travel.

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

Company will not sponsor visas for this position.

The Executive Director, Customer Engagement - TA Future Readiness & Launch Excellence is a visionary enterprise leader responsible for shaping and executing the next generation of customer engagement and launch strategies across all therapeutic areas. This role ensures that every brand

and product launch is guided by an aspirational vision, grounded in data-driven insights, and designed to maximize patient impact and competitive advantage.

About the Role

Key Responsibilities:

- Lead the vision for future-ready customer engagement by weaving digital, data, and technology fluency into every aspect of go-to-market and launch planning.
- Collaborate closely with Therapeutic Area (TA) leaders, General Managers, and brand teams to co-create and bring to life innovative, patient-centered engagement strategies.
- Align customer engagement approaches with enterprise and TA priorities to ensure innovative treatments reach the right individuals at scale.
- Partner with the Launch Excellence team to deliver standout launch strategies that harness customer engagement capabilities for meaningful impact.
- Provide enterprise-wide frameworks, tools, and best practices that empower Therapeutic Area and brand teams to design and execute successful launches while honoring their ownership of outcomes.
- Use advanced analytics, AI-driven insights, and real-time field feedback to continuously refine and elevate engagement and launch strategies.
- Inspire and guide a high-performing team of directors, each championing customer engagement and launch excellence within their respective therapeutic areas.
- Cultivate a culture of innovation, collaboration, and lifelong learning, equipping the team with future-forward skills in digital engagement, data science, and technology adoption.
- Model enterprise leadership by fostering alignment, accountability, and a growth mindset - serving as a passionate advocate for customer engagement across the organization.
- Build trusted, collaborative relationships with Therapeutic Area Heads, General Managers, and enterprise leaders to drive shared success and champion new engagement models that set industry benchmarks.

Essential Requirements:

- Bachelor's degree required from 4-year college or university.
- 10+ years' experience progressive leadership experience in life sciences, healthcare, or technology-enabled industries.
- Proven success leading enterprise-wide strategies, launch readiness, or go-to-market transformations in complex, matrixed environments.
- Strong ability to influence and collaborate with senior stakeholders across commercial, brand, and field teams to drive strategic outcomes.
- Deep expertise in customer engagement and go-to-market strategy, with a demonstrated ability to scale customer-first approaches.
- Skilled in applying digital platforms, data analytics, and emerging technologies to inform and accelerate execution.
- Track record of building and leading high-performing, cross-functional teams in dynamic, large-scale organizations.
- Exceptional communicator with strong executive presence and the ability to lead through

change and inspire alignment.

Desirable Requirements:

- Proficiency in AI-driven platforms and data visualization tools such as Power BI, Tableau, or similar technologies.
- Recognized for strategic thinking, innovation, and collaborative leadership with a strong commitment to enterprise transformation and meaningful patient impact.

Novartis Compensation Summary:

The salary for this position is expected to range between \$225,400.00 and \$418,600.00 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.

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

Alternative Location 1
East Hanover (New Jersey), New Jersey, USA

Functional Area
Sales

Job Type
Full time

Employment Type
Regular

Shift Work
No

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