

Director, Customer Engagement Communications

Job ID
REQ-10065720

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 30% 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 Director, Customer Engagement Communications shapes how our Customer Engagement team connects and communicates - now and into the future. This role blends creativity with clarity to ensure our people, leaders, and partners feel informed, inspired, and aligned with our shared vision. As part of the Future Readiness, Launch & Field Operations team, you 'll lead strategic storytelling and guide a talented group of communications managers to deliver impactful messaging. You 'll

balance the precision of today ' s communications with a forward-looking narrative that energizes the field and sets the stage for what ' s next.

About the Role

Key Responsibilities:

- Lead the development of a unified communications strategy that aligns with Customer Engagement ' s mission and drives field impact.
- Collaborate with cross-functional partners to ensure messaging is consistent, actionable, and future-focused.
- Serve as a trusted advisor to the Customer Engagement Leadership Team, shaping executive communication and storytelling.
- Craft compelling presentations and talking points that amplify leadership voices across internal and external audiences.
- Design and manage communication channels and forums that keep teams informed, inspired, and connected.
- Translate business priorities into clear, motivating messages that foster understanding and engagement.
- Support change initiatives by partnering with transformation leaders to communicate new ways of working.
- Build feedback loops and two-way communication mechanisms to promote transparency and responsiveness.
- Partner with company-wide communications teams to shape the external narrative of Customer Engagement.
- Coach and develop a team of communications managers, establishing best practices and tools for consistent, high-impact delivery.

Essential Requirements:

- Bachelor ' s degree required from 4-year college or university.
- 8+ years ' experience in strategic communications, corporate affairs, or change management.
- Demonstrated success leading communications in complex, matrixed environments.
- Exceptional writing skills, a strong storytelling mindset, and confident executive presence.
- Familiarity with digital platforms, internal communications tools, and media relations.

Desirable Requirements:

- An advanced degree in communications, public relations, or a related field and brings a strategic mindset with a natural ability to simplify complex ideas into clear, compelling narratives.
- Communicates with empathy and purpose, using storytelling to inspire transformation and connect teams to meaningful change.

Novartis Compensation Summary:

The salary for this position is expected to range between \$176,400.00 and \$327,600.00 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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