

AD, Implementation Lead

Job ID
REQ-10066406

11月 07, 2025

USA

摘要

#LI-Hybrid

This position will be located at the East Hanover, NJ or Tempe, AZ site and will not have the ability to be located remotely. This position will require 20% travel as defined by the business. Please note that this role would not provide relocation, and only local candidates will be considered.

The Associate Director (AD), Implementation Lead role will report to the Director, PSC Strategy and Logistics, and will work with internal and external stakeholders to plan, lead and execute the implementation of operational changes and line extensions associated with established programs at the Patient Support Center (PSC). This role will be an expert in project management best practices and implementation process improvements. The position requires a dynamic, flexible, and outcomes-oriented individual with excellent communication, administrative, prioritization, influencing, and organization skills.

About the Role

Key Responsibilities:

- Responsible for the oversight and implementation of projects involving established programs within the Patient Support Center (PSC) with a focus on line extensions and operational changes, including planning, coordinating, executing, and monitoring project activities.
- Serve as the PSC subject matter expert on enterprise program design standards, ensuring consistency with established operations.
- Communicate with internal PSC and Novartis Patient Support stakeholders to ensure clarity of accountabilities and responsibilities related to implementation projects, facilitating effective collaboration and coordination between teams.
- Create and manage PSC implementation project documents, requirements, and deliverables, ensuring that project documentation is comprehensive, up-to-date, and accessible to all relevant stakeholders.
- Collaborate with Program Management, Business Operations, Product, and Operational Excellence teams throughout the project lifecycle to ensure project decisions and details align with the overall project roadmap, either defined by the PSC or Launch Excellence depending on the project scope.
- Develop timelines and scope for overall projects, considering key milestones, resource allocation, and dependencies to ensure successful project completion within the given constraints.
- Serve as the primary contact person for the PSC on project teams, providing necessary details, background information, and timelines to ensure all team members are well-informed and aligned.
- Define success and failure metrics for projects and programs, regularly communicating and presenting across the PSC regarding the achievements and opportunities associated with implemented programs.
- Display proficiency in managing effective meetings, demonstrating skills in keeping participants on track, on schedule, and focused, while actively encouraging their participation and engagement.
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes

Essential Requirements:

- Education: Bachelor ' s Degree required; advanced degree preferred (e.g., MHA, MBA)
- 5+ years experience in pharmaceutical, biotech, consulting, specialty hub operations or related experience
- 2+ years project management experience
- Strong leadership, teaching, planning and organization, data and analytics, decision making and problem-solving skills
- Experience working in a Patient Services contact center, pharmaceutical industry, healthcare or heavily regulated industry
- Strong interpersonal, communication, influencing and analytical skills
- Demonstrated ability to synthesize information to develop recommendations, and ability to persuade / influence organization pursuit of recommended path
- Ability to manage multiple projects and consistently meet deadlines
- Excels at interacting with a diverse group of people, all levels of management, including

senior leadership

Desirable Requirements:

- PMP certification

The salary for this position is expected to range between \$132,300 and \$245,700 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

Alternative Location 1
Arizona, Arizona, USA

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

[Apply to Job](#)



Job ID
REQ-10066406

AD, Implementation Lead

[Apply to Job](#)

Source URL:

<https://www.novartis.com.cn/careers/career-search/job/details/req-10066406-ad-implementation-lead>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>

2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. <mailto:us.reasonableaccommodations@novartis.com>
5. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/East-Hanover/AD--Implementation-LeadREQ-10066406-1>
6. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/East-Hanover/AD--Implementation-LeadREQ-10066406-1>