

Executive Director, CRM Product Operations & Portfolio Management

Job ID
REQ-10067262

11月 20, 2025

USA

摘要

This position will be located at the East Hanover, NJ site and will not have the ability to be located remotely.

Reporting into the VP, Head of CRM Product Management and Strategy, the Executive Director, CRM Product Operations & Portfolio Management is a pivotal leader within the US CRM organization. This role drives operational excellence, governance, strategic alignment, and portfolio management across the CRM transformation journey. The ED ensures CRM product teams and portfolio initiatives operate efficiently, decision rights and escalation frameworks are clear, and performance and risk management are embedded in daily operations. The ED partners closely with business units, product leadership, and delivery teams to operationalize the CRM vision, streamline processes, enable cross-functional collaboration, and oversee resource allocation and investment decisions for the CRM portfolio. The Executive Director will be responsible for building and scaling a high-performing team to support CRM Product Operations and Portfolio Management. This includes recruiting, developing, and retaining top talent across product operations, portfolio management, and related functions.

About the Role

Key Responsibilities:

- **Lead CRM Product Operations:** Shape and execute operational strategies to maximize efficiency, scalability, and impact of CRM product teams, ensuring alignment with Novartis' transformation vision and business objectives.
- **Resource Allocation & Investment Oversight:** Ensuring balanced investments between innovation, transformation, and business-as-usual initiatives. Maintaining visibility into portfolio health, tradeoffs, dependencies, and risks.
- **Build and lead a team** of product operations and portfolio management professionals, ensuring the right mix of skills and experience to deliver on strategic objectives.
- **Long-Term Planning & Reporting:** Partnering with product strategy on long-term planning, providing portfolio-level reporting, and supporting governance.
- **Governance & Decision Rights:** Establish and maintain governance structures, clarify decision rights, and manage escalation frameworks for risks and critical decisions impacting CRM programs.
- **Performance & Risk Management:** Develop and monitor key performance indicators, risk management protocols, and reporting systems to drive accountability and continuous improvement.
- **Change Enablement & Adoption:** Collaborate with change management and enablement teams to drive adoption of CRM solutions, embed best practices, and foster a culture of innovation and accountability.
- **Communicate the status of CRM Product Operations and Portfolio Management initiatives,** both in written reports and verbal presentations, to stakeholders at all levels of the organization, ensuring timely, transparent, and effective updates that support decision-making, alignment, and accountability across the business.
- **Cross-Functional Collaboration:** Partner with product managers, engineering, design, and customer-facing teams to streamline workflows, facilitate communication, and ensure delivery of core CRM capabilities.
- **Data & Tools Management:** Oversee the management of product data, tools, and infrastructure to support decision-making and operational efficiency.

Essential Requirements:

Education (minimum/desirable):

Bachelor's degree in related field is required; Master of Science and/or MBA preferred

Experience:

Novartis seeks an accomplished product strategy leader with experience and demonstrated success transforming CRM within commercial operations. Strong management, partnership, and intellectual maturity are needed. A comprehensive understanding of best practices in CRM and AI applications for pharmaceutical sales and marketing, and the dynamics of the global healthcare environment is crucial.

Additional qualifications are as follows:

- Minimum of 10 years of experience in product operations, product management, or related leadership roles, preferably within the pharmaceutical, healthcare, or technology sectors
- Demonstrated success driving operational excellence, process optimization, and scalable product delivery across complex organizations
- Deep understanding of the product development lifecycle, including launch planning, release management, and post-launch support
- Experience in portfolio management, resource allocation, and long-term planning within complex organizations, preferably in pharmaceutical, healthcare, or technology sectors.
- Proven ability to lead cross-functional teams and collaborate with stakeholders in marketing, engineering, data science, IT, and procurement to deliver integrated solutions
- Demonstrated experience in building, leading, and developing teams in a complex, matrixed organization. Proven ability to attract, mentor, and retain high-caliber talent across product operations and portfolio management.
- Experience implementing and managing operational tools, dashboards, and reporting systems to track product KPIs and drive data-informed decisions
- Strong background in change management, including the rollout and adoption of new tools, workflows, or policies across diverse teams

The pay range for this position at commencement of employment is expected to be between: \$214,900.00 and \$399,100.00/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.

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>

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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
General Management

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
No

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