

## Director, Customer Engagement Advisor (Ethics, Risk & Compliance)

Job ID  
REQ-10072541

3月 02, 2026

USA

### 摘要

The Director, Customer Engagement Advisor (Ethics, Risk and Compliance, ERC) will identify, assess, and support effective management of risks presented by customer facing (CF) teams across US functions to empower CF associates to independently execute function-specific and cross-functional strategies in compliance with applicable Novartis policies, and procedures. This person will provide clear, timely and accurate function-specific and cross-functional ERC guidance, including the 'why' to CF teams. The ideal candidate is passionate about both empowering associates to act compliantly and ensuring ERC guidance to CF associates is clear and actionable.

This person must be based in New Jersey & able to come to our East Hanover, NJ office one consecutive week/quarter. Please only apply if this works for you.

About the Role

## Key Responsibilities:

- Develop and execute strategies to integrate clear and actionable ERC guidance into the operations and training strategies for assigned CF teams to support execution of function-specific and cross-functional strategies in compliance with applicable Novartis policies, and procedures.
- Collaborate with CF stakeholders in connection with innovative or complex CF strategies to identify, assess, and support effective management of risks to ensure execution of such strategies in compliance with applicable Novartis policies, and procedures.
- Proactively monitor evolving US healthcare environment, enforcement trends and compliance programs of other pharmaceutical, biotech and medical device companies, analyze with deep understanding of CF team strategies and applicable ERC policies to identify and share insights within ERC.
- Be a knowledge expert related to Novartis healthcare compliance policies, procedures, and CIA requirements and how they apply to associates' roles and responsibilities throughout of the US organization.
- Develop trusted relationships with associates of all levels in CF teams to promote a "Speak Up" culture and proactively identify areas where ERC policies may be unclear or confusing and collaborate with ERC and key stakeholders to resolve them.
- Engage with CF leaders and associates to understand unique challenges of CF roles (which are typically field based) and collaborate with CF teams to strengthen a positive culture towards compliance and ethical decision making as an integral part of how we reimagine medicine for patients.
- Proactively engage with Operations/IDS/Training teams supporting CF teams to evaluate data related to interactions with customers to identify trends and proactively mitigate key and/or emerging risks.

## Essential requirements:

- Bachelor's Degree is required in relevant area, MBA or other relevant advanced degree / certification preferred
- 8+ years in pharmaceutical, medical device or biotech companies; consulting, compliance or legal counseling of pharmaceutical, medical device or biotech companies; or combination thereof
- 2+ years in compliance, legal or regulatory counseling for pharmaceutical, medical device or biotech companies
- 2+ years in communications or training role (e.g. developing and delivering learning curriculum)

## Benefits & Rewards

The salary for this position is expected to range between \$176,400 and \$327,600 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>

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Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

#### 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](mailto: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  
Ethics Risk & Compliance

Business Unit  
Audit & Compliance

地点  
USA

状态  
New Jersey

站点  
East Hanover

Company / Legal Entity  
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area  
Legal & Intellectual Property & Compl.

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

```
function adjustKalturaPlayer() { var deviceWidth = window.innerWidth ||  
document.documentElement.clientWidth || document.body.clientWidth; var mediaElement =
```

```

document.getElementById("kalturaplayer69a614633c066181930526"); var mediaContainer =
mediaElement.closest('.nc-kaltura-media'); var originalWidth = "1200px"; var originalHeight = "674px";
var originalWidthValue = parseFloat(originalWidth); var originalHeightValue =
parseFloat(originalHeight); var mediaType = "video"; var isResponsive = false; // Get computed styles
of the container element. var parentStyles = window.getComputedStyle(mediaContainer); var
finalWidth = parseFloat(parentStyles.width); if (finalWidth  var config = { targetId:
"kalturaplayer69a614633c066181930526", provider: { widgetId: "10m7rm1pm", partnerId:
"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false,
allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: { download: {
disable: true }, "playkit-js-transcript":{ position: "right", // Default: bottom;( ' left ', ' right', ' top ', 'bottom' ) to
enable transcript. expandMode: "over", // Default: alongside;( ' alongside', ' hidden ', 'over' )
expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable:
true } }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false },
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
KalturaPlayer.ui.components.Remove } ] } }; config.plugins.preventSeek = { preventSeekForward:
false, preventSeek: false }; config.plugins.floating = { disable: true }; config.plugins.navigation = {
position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; config.plugins['playkit-
js-hotspots'] = { disable: true }; config.plugins['playkit-js-moderation'] = { disable: true };
config.plugins['playkit-js-info'] = { disable: true }; config.plugins.share = { disable: true };
config.ui.uiComponents = []; config.plugins.googleTagManager = {};
config.plugins.googleTagManager.customEventsTracking = {};
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } };

```

```

try { var kalturaPlayer = KalturaPlayer.setup(config); // Add the player to the global array. if (typeof
kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var
kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } // Load the Player for other
media. kalturaPlayer.loadMedia({entryId: "1_dgfvmafo"}); setTimeout(() => {
setupAutoPause(kalturaPlayerVideos); }, 500); function setupAutoPause(players) {
players.forEach((currentPlayer) => { currentPlayer.addEventListener('play', () => {
players.forEach((otherPlayer) => { if (otherPlayer !== currentPlayer && typeof otherPlayer.pause ===
'function') { otherPlayer.pause(); } }); }); }); } catch (e) { console.error(e.message) }

```



**VIDEO**

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