

Associate Director, Customer Engagement Communications

Job ID
REQ-10081980

6月 25, 2026

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). The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager. This position will require 10% travel.

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

Company will not sponsor visas for this position.

The Associate Director, Customer Engagement Communications supports the development and execution of high-impact strategic communications for the Novartis US Customer Engagement (US field sales) organization. This role plays a key part in translating strategy, leadership direction, and business milestones into clear, compelling communications that resonate with the Customer Engagement organization and other relevant stakeholders. Working closely with senior leadership, Customer Engagement partners, and cross functional teams, the Associate Director helps ensure

communications are timely, aligned, and effective. With a strong strategic mindset and exceptional executional abilities, this role contributes to building clarity, confidence, and engagement across Customer Engagement and the broader US field organization.

About the Role

Key Responsibilities:

- Help build integrated communications strategies and plans aligned to Customer Engagement priorities and grounded in a deep understanding of customer-centricity, pharmaceutical field organization dynamics, evolving healthcare and communications trends.
- Assist in shaping change and transformation focused narratives that clearly communicate priorities, decisions, rationale and progress to key stakeholders.
- Partner with transformation and change teams to support communications that drive clarity and enable adoption of new initiatives and ways of working.
- Develop executive communications content in support of business milestones including talking points, executive briefs, presentations.
- Develop associate communications that keep field and HQ-based teams informed, engaged, and aligned.
- Support communications for large organizational meetings including town halls, leadership meetings and all-field forums.
- Lead the development of written and visual content for internal channels, including articles, videos, and digital assets, using internal and external resources as needed.
- Support the management of channels and content calendars to ensure efficiency and alignment.
- Monitor engagement metrics and feedback to track sentiment and continuously improve communications effectiveness.

Essential Requirements:

- Bachelor ' s degree required from 4-year college or university, preferably in communications, public relations, journalism, or a related field.
- 6+ years of progressive experience in internal communications, executive communications, corporate communications, or related roles.
- Demonstrated experience supporting senior leaders with executive level communications.
- Demonstrated experience in change and transformation communications.
- Experience working in matrixed organizations and collaborating across functions.
- Pharmaceutical experience required. Experience in pharmaceutical field communications is a plus.
- Ability to leverage approved AI tools and programs strategically and responsibly to optimize the Communications team output.

Desirable Requirements:

- Ability to support large, geographically dispersed teams.

- Familiarity with digital communication platforms and internal communications tools.

Novartis Compensation Summary:

The salary for this position is expected to range between \$126,000 and \$234,00 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>

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 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

Remote, US

站点

Remote Position (USA)

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Communications & Public Affairs

Job Type

Full time

Employment Type

Regular

Shift Work

No

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"kalturaplayer6a3d9287bf0c1023887598", provider: { widgetId: "10m7rm1pm", partnerId:
"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop:
false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options:
{}}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu:
false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets:
['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
kPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(kPlayer.plugins["transcript"]) { config.plugins["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 }; } if (kPlayer.plugins["preventSeek"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation =
{ position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if
(kPlayer.plugins["hotspots"]) { config.plugins["playkit-js-hotspots"] = { disable: true }; } if
(kPlayer.plugins["moderation"]) { config.plugins["playkit-js-moderation"] = { disable: true }; } if
(kPlayer.plugins["info"]) { config.plugins["playkit-js-info"] = { disable: true }; } if
(kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if
(kPlayer.plugins["googleAnalytics"]) { 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 } }; }

```

```

// Ensure the global player registry array always exists, regardless of embed type.
window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var kalturaPlayer =
kPlayer.setup(config); // Add the player to the global array.
window.kalturaPlayerVideos.push(kalturaPlayer); // Load the Player for other media.
kalturaPlayer.loadMedia({entryId: "1dgvfmafo"}); } catch (e) { console.error(e.message) }

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