

Director, Channel Enablement- Remote

Job ID
REQ-10055499
Jul 02, 2025
USA

Summary

Location

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.

As the Director of Market Access Enablement (Channel) at Novartis you will spearhead the creation and implementation of customer engagement frameworks, support the identification and tracking of KPI's, and create efficient and effective insight sharing processes/systems. This role will concentrate on coordinating field execution, strategic planning, and ensuring maximal effectiveness in customer interactions . As part of this role, you will partner with key stakeholders to ensure impactful internal and external business reviews for assigned segments.

A successful Director of Channel Enablement will be driven, collaborative, analytically inclined, and able to effectively communicate with cross-functional partners and interact with customers when needed. You will support consistency amongst customer facing teams and facilitate efficient and impactful coordination across channel groups using market access acumen, knowledge of market access strategy, and understanding of Novartis resources and capabilities. This role requires expertise in discussing and analyzing market access topics related to pricing, product purchase contracting, Group Purchase Organization (GPO) contracting, and reimbursement across multiple sites of care and payer types. The role will require overnight travel up to approximately 25% of the time.

About the Role

Key Responsibilities:

- Strategic Enablement
 - Develop and execute plans that enable the execution of market access strategies that align with Novartis' overall business objectives.
 - Identify and prioritize key initiatives to enhance customer interactions and optimize access for patients.
 - Provide strategic direction and guidance to customer-facing teams to ensure consistent and effective engagement with clients.
 - Design and implement robust frameworks and tracking systems to monitor customer engagement activities.
 - Develop tools and processes to capture and analyze data on customer interactions, providing

- actionable insights to drive continuous improvement.
- Ensure the frameworks are adaptable to evolving market conditions and customer needs.
- Process Improvement:
 - Enable customer teams effectively engage with customers in alignment with their objectives.
 - Directly engage with customers (along with account facing teams) when needed.
 - Facilitate cross-functional collaboration (within channel and across other functions) to ensure a unified approach to market access enablement.
 - Create processes and identify components needed for regular internal business reviews with market access leadership to assess performance by segment.
 - Present findings and recommendations based on data analysis and insights in partnership with IDS team.
 - Identify opportunities for improvement and drive initiatives to enhance market access effectiveness.
 - Identify necessary data visualization tools to present findings in a clear and impactful manner.
- Stakeholder Management:
 - Build and maintain strong relationships with key stakeholders, including market access leadership, customer-facing teams, IDS, and other cross-functional partners.
 - Act as a liaison between different teams to ensure alignment and collaboration.
 - Communicate effectively with stakeholders to keep them informed of progress and developments.
- Ethics and Compliance
 - Conduct yourself with highest ethical standards and adhere to Novartis Code of Conduct.
 - Comply with all relevant laws and regulations and Novartis policies, and procedures, and ensure others around him/her do the same.
 - Ensure a diverse and inclusive environment free from all forms of discrimination and harassment.
 - Ability to obtain and maintain credentialing in order to work with and visit all assigned accounts and healthcare systems.

Essential Requirements:

- **Education: Bachelor's degree required; MBA, or equivalent preferred**
- Minimum of 7 years relevant experience, including experience in account management, pricing/contracting, analytics, strategy, patient services or market access roles
- Experience sharing meaningful insights to HQ colleagues to shape strategy.
- Experience working with complex sources of information, operating in ambiguous environment.
- Track record of results and able to execute with a collaborative mindset.
- Proven ability to successfully work in a cross functional and collaborative environment, simultaneously handle multiple tasks and to effectively manage and lead without formal direction.
- Strong stakeholder management and strategic project management skills

Desirable Requirements:

- Experience leading without authority

The pay range for this position at commencement of employment is expected to be between \$194,600 and \$361,400 per 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>

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.

Division

US

Business Unit

Universal Hierarchy Node

Location

USA

State

New Jersey

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Market Access

Job Type

Full time

Employment Type

Regular

Shift Work

No

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