

AD, Curriculum Design (3 openings)

Job ID
REQ-10010614
Jun 25, 2024
USA

Summary

Novartis is a global company that combines medical science and digital technology to provide life-changing medicines to millions of people. We offer numerous opportunities for growth and development, including global and local cross-functional careers and a wide range of learning programs. Our strong pipeline of medicines ensures continued business growth and enables us to bring innovative treatments to patients quickly. Novartis Patient Support (NPS) plays a crucial role in helping eligible patients access and continue their prescribed medications. We work directly with patients, caregivers, and prescribing customers to provide education and support on access, affordability, acquisition, and adherence programs. Our team has supported millions of patients in the US, assisting over 500,000 patients annually. The Novartis Patient Support Center (PSC) is the central operational function within our organization. We handle all patient, caregiver, and customer transactions related to supporting patient access, including intake, case management, benefits verification, prior authorization and appeals support, specialty pharmacy triage, and adherence support. We are committed to delivering exceptional customer service, which is measured through service level agreements (SLAs), key performance indicators (KPIs), and net promoter scores.

About the Role

Location: **Hybrid Working Requirements:** Ability to work on-site (East Hanover, NJ or Tempe, AZ) 3 days per week

The Associate Director, Curriculum Design will be aligned to intake, program case management, coverage and access, and/or systems training functions, and will be responsible for creating product program training plans, developing programs and systems curricula, securing content approval, and leading/facilitating trainings for new hires and continuous learnings. This role is responsible for ensuring program and systems content is up-to-date and for maintaining proper documentation as supervisors and agents matriculate and/or advance their skillsets with continuous learnings. This role will serve as a key member of a training team committed to advancing our growth within the PSC and ensuring that the PSC delivers a best-in-industry customer experience.

Key Responsibilities:

- Partnering with stakeholders to understand and develop training initiatives and programs, including PSC training objectives, outlines, agendas, plans, and content. Ensuring cross-functional input is integrated and aligned with Novartis and PSC Policies and Objectives.
- Develop product programs, systems curricula, operational plans, and trainings to support learning objectives for brand transitions, new launches, updates, program sunsets, and routine system changes.
- Demonstrating subject matter and technical expertise of assigned function (i.e., intake, program case management, reimbursement, and/or systems training), including business processes, operational flows,

program design, and operational challenges.

- Applying adult learning principles to elevate agent competency and knowledge retention on training curricula; Ensures quality delivery of training through a variety of tactics (live and virtual facilitation, train-the-trainers, peer-based teaching, guided practice sessions, experiential learning, problem-solving, etc.) and technologies.
- Identifying and executing pull through opportunities and refreshers for curricula that accommodates progressive learning from “fundamentals” to “thought leadership”, including guided-practice time and nesting to allow each role to master learning objectives.
- Implementing competency models, needs assessments, simulations, and certifications to ensure supervisor, agent readiness and proficiency specific to branded programs (i.e., onboarding, copay, benefits verification, adherence), systems (i.e., Sales Force, GeneSys), technology (i.e., triage, eFax, portals), and business applications (i.e., artificial intelligence, electronic benefits verification / prior authorization, government checks).
- Ongoing analysis of business outcomes to determine retraining, up skilling, and other *ad hoc* training needs by role.
- Ensuring all trainings are up-to-date and appropriately capture the importance of compliance reporting requirements, including, but not limited to, the reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt.
- Collaborating with HQ Training, external vendors, internal subject matter experts (SMEs), and key Operations leads in the development of training materials that reflect the needs of the brand and evolving landscape and legal /regulatory requirements.
- Partners with cross-matrix teams to leverage best practices for learning technology applications to existing programs.
- Ensure all approved training material is current, organized, and accessible on selected Learning Management System (LMS).
- Supports development of systems training content and implementation for new hires.
- Tracks KPIs and provide progress reports on the implementation of the Product/Clinical/Engagement training strategy and curriculum.

What you'll bring to the role:

Education: Bachelor's Degree; Education, Business, Communication or related field (advanced degree preferred)

Essential Requirements:

- 2+ years of people management/leadership experience
- 5+ years' experience in a healthcare or pharmaceutical training and development capacity
- Previous experience working with systems, technology and business applications (Salesforce, CRM, LMS, Visio)
- Experience working with contact centers and/or central support operations, including but not limited to hub/pharma functions, case management, benefits investigation, etc.
- Highly skilled in public speaking and facilitation of training classes for in person and remote teams
- Proficient in Microsoft Office (Excel, PowerPoint, Word)
- Key understanding of adult learning principles, curriculum design, instructional design, learning analytics & measurement

Other requirements:

- 20% travel between East Hanover, NJ, Tempe, AZ and Mexico City, MX

- Role is based in East Hanover, NJ or Tempe, AZ. Requires being in person as needed during employee training and onboarding.
- Ability to work on-site (East Hanover, NJ or Tempe, AZ) 3 days per week

Why consider Novartis?

Why Novartis: Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

You'll Receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

Commitment to Diversity & Inclusion: Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

Novartis Compensation and Benefit Summary: The pay range for this position at commencement of employment is expected to be between \$166,400.00 and \$249,600.00/year; however, while salary ranges are effective from 1/1/24 through 12/31/24, 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.

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>

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>

Division

US

Business Unit

Innovative Medicines

Location

USA

Site

East Hanover
Company / Legal Entity
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation
Functional Area
Sales
Job Type
Full time
Employment Type
Regular
Shift Work
No
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