

Associate Director, Curriculum Design

Job ID
REQ-10024012
Oct 04, 2024
USA

Summary

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 Patient Support Center (PSC) and ensuring that the PSC delivers a best-in-industry customer experience.

#LI - Hybrid

About the Role

Key Responsibilities:

- Partner with stakeholders to understand and develop training initiatives and programs, including PSC training objectives, outlines, agendas, plans, and content. Ensure 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.
- Demonstrate 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.
- Apply adult learning principles to elevate agent competency and knowledge retention on training curricula. Ensure 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.
- Identify and execute 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.
- Implement 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., Salesforce, 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. Support development of systems training content and implementation for new hires.

- Ensure 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. Identify and report adverse events via the established Novartis systems as per applicable processes.
- Collaborate 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. Partner 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).
- Track KPIs and provide progress reports on the implementation of the Product/Clinical/Engagement training strategy and curriculum.

This position will be located at the East Hanover, NJ or Tempe, AZ site and will not have the ability to be located remotely. This position will require 20% travel as defined by the business (domestic and/ or international). Novartis is unable to offer relocation support for this role; please only apply if this location is accessible for you.

Essential Requirements:

- Bachelor degree in Education, Business, Communication or related field
- 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

Desirable Requirements:

- Advanced degree (Master's, MBA, etc.)

Other Requirements:

- Ability to travel 20% between East Hanover, NJ, Tempe, AZ and Mexico City, MX
- Ability to work on-site in East Hanover, NJ or Tempe, AZ 3 days per week. This role also requires being in person as needed during employee training and onboarding.

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.

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 who are focused on building and advancing a culture of inclusion that values and celebrates individual differences, uniqueness, backgrounds and perspectives. 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. We are committed to fostering a diverse and inclusive workplace that reflects the world around us and connects us to the patients, customers and communities we serve.

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

Innovative Medicines

Location

USA

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

Arizona, USA

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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