

# Associate Director, NPS RLT Program Support

Job ID  
REQ-10031009  
Dec 09, 2024  
USA

## Summary

Location: Onsite

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

Job description summary:

The Associate Director of NPS RLT Program Support will play a key role in strategy and operations supporting product ordering, logistics and connection to other patient services. The associate is responsible for working with internal and external stakeholders (including vendors) to implement new programs and optimize current operations with the goal of delivering a quality customer and patient experience at scale. This includes designing new processes, implementing new programs/tools/resources, supporting team training efforts and assessing performance. The associate will develop data driven insights to inform key business decisions. The associate also serves as a key point of contact in the collaboration with department leadership, market access, legal, finance, and compliance colleagues.

## About the Role

### Key Responsibilities:

- Develop and drive adoption of enhanced customer-centric capabilities to deliver high quality support to internal and external stakeholders
- Engage with NPS RLT team to define process optimization opportunities
- Support delivery of systems and tools in partnership with IT (as well as 3rd parties) to support order management, patient access and the customer experience
- Measure and analyze key performance metrics and drive continual process improvement. Metrics includes but are not limited to: customer satisfaction, new systems/application adoption, and internal stakeholder satisfaction
- Own and resolve escalations related to customer engagement
- Lead team training efforts to ensure effective adoption of new processes and tools
- Serve as day-to-day liaison with Novartis RLT colleagues to coordinate and streamline processes across Patient Services, Finance and Customer Services. Provide regular updates to department leadership on program performance, as well as coordinate and facilitate monthly and quarterly business reviews.
- Work closely with internal and external stakeholders to ensure data exchanges and associated reporting are timely and accurate. Partner with legal and compliance teams to ensure programs are compliant and evolve as needed based on new laws / regulations with minimal or no oversight.

- Communicate to leadership key operational events as they arise to ensure effective business understanding and/or necessary coordination and adjustments
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes.

**Essential Requirements:**

**Education:** Bachelor's Degree Minimum

**Experience:**

- Average of 3-5 of pharmaceutical industry experience to include patient access services, program management, account management or brand marketing
- Solid understanding of the healthcare environment specifically in the area delivering services to Health Care Professional and Patient customers
- Must possess analytical skills in anticipating trends and areas of risk
- Problem-solving skills to resolve issues with cross-functional team conflicts, budgetary restraints, and or other obstacles that hamper the completion or implementation of a project/roll-out
- Experience with budget management

**Desirable Requirements:**

- FUSE / MAP experience
- Experience working managing agency activities related to creation of assets
- Proven ability to design and implement innovative and supportive solutions for internal team and external customers
- Sales Force.com knowledge preferred

**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.

The pay range for this position at commencement of employment is expected to be between \$158,400 and \$237,600/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](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.

Division

US

Business Unit

Innovative Medicines

Location

USA

State

New Jersey

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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6. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/East-Hanover/Associate-Director--NPS-RLT-Program-Strategy-and-Management\\_REQ-10031009-1](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/East-Hanover/Associate-Director--NPS-RLT-Program-Strategy-and-Management_REQ-10031009-1)