

Director, CRM Product Operations

Job ID
REQ-10074370
apr 01, 2026
CUSA

Сводка

Location:
#LI-Hybrid

Novartis is on a mission to transform medicine and improve lives worldwide. As a global leader in healthcare, we leverage advanced technology and data to deliver patient-centric solutions, enhance customer engagement, and drive innovation. The Insights and Decision Science (IDS) team is dedicated to enabling improved decision making at Novartis by leveraging superior data to identify actionable insights that drive enhanced performance. We collaborate closely with the US business, bringing insights and challenging ideas to empower smarter, data-driven decision-making. The US CRM organization sits within IDS and plays a crucial role in driving the transformation to a next-generation Customer360 operating model.

The Director, CRM (Customer Relationship Management) Product Operations serves as the operational leader for the US CRM product organization, defining the operating model and standard ways of working that enable consistent, high-quality delivery.

This role streamlines end-to-end delivery workflows, governs release management and quality standards, and manages the tools, dashboards, and data infrastructure used to monitor performance. Partnering closely with product, engineering/IT, design, and business leaders, the Director removes systemic bottlenecks and scales successful innovations into reliable, repeatable operations

This position will be located at East Hanover, NJ and will not have the ability to be located remotely. This position will require 10% travel as defined by the business (domestic and/ or international).

About the Role

Key Responsibilities:

- Own the CRM product operating model and scalable delivery processes
- Manage the product ops tool stack and data/dashboards for execution
- Govern release management, readiness, and quality standards
- Drive cross-functional alignment and removing delivery bottlenecks
- Enable continuous improvement, KPI monitoring, and executive reporting

Essential Requirements:

- Education: Bachelor's degree in Business, Information Systems, Product Management, or related field.
- 7+ years of experience in product operations, product management, operations management, or related leadership roles (regulated industry experience preferred).
- Proven success designing and implementing scalable product operating models and standard ways of working.
- Strong knowledge of the product development lifecycle and Agile/DevOps ways of working; ability to partner effectively with engineering/IT leadership.
- Experience managing product tool stacks and building KPI-driven operational dashboards and reporting.

Desirable Requirements:

- Knowledge of the pharmaceutical industry, including IT governance and regulatory considerations (highly desirable).
- Experience in regulated industries, such as pharmaceutical, healthcare, financial services, or technology sectors (preferred)

The salary for this position is expected to range between \$185,500.00 - \$344,500.00 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.

Дивизион

US

Business Unit

General Management

Место

США

Состояние

New Jersey

Сайт

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Маркетинг

Job Type

Full time

Employment Type

Regular

Shift Work

No

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