

Associate Director, NPS Neuromuscular Program Strategy & Operations

Job ID
REQ-10077643
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Сводка

#LI-Hybrid

The ideal location for this role is East Hanover, New Jersey site. Relocation may be possible and requires necessary approvals.

The Associate Director of NPS Neuromuscular Program Strategy and Operations 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

Major Responsibilities:

- Develop and drive adoption of enhanced customer-centric capabilities to deliver high quality support to internal and external stakeholders
- Engage with NPS **Neuromuscular** team to define process optimization opportunities
- Support delivery of systems and tools in partnership with IT (as well as 3rd parties) to support product fulfillment, 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 **Neuromuscular** 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
- Communicate to leadership key operational events as they arise to ensure effective business understanding and/or necessary coordination and adjustments
- Ensure alignment with NPS & Brand strategies to develop tools necessary for NPS Access & Reimbursement Teams to help eliminate coverage barriers for patients.
- Partner with NPS Content Center of Excellence (CoE) to adhere to the enterprise content approach
- Partner with NPS Content CoE and external creative agencies to develop communication strategies and materials necessary to execute and educate on NPS programs
- Ensure "sign-off" of concept, develop content and submission of materials in FUSE/MAP and rollout/communication plan of tactics to field and front-line patient support associates in the Patient Support Center and/or external Hub partners
- Identify opportunities to apply learnings and content across diseases areas with an Enterprise approach in collaboration with the NPSCoEs
- 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
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes.

Minimum Requirements:

Education (minimum/desirable):

Bachelor's Degree, (PharmD, RN or MBA a plus)

Required Experience:

- 7+ Pharma commercial experience, with 3 of those years of experience operating in patient services space and/or market access is required
- Proven success in Hub Services
- Ability to connect commercial, financial, and clinical perspectives to develop enhanced value messages and strategies

- Comprehensive understanding of access journey for a patient with ability to diagnose issues and impact across comprehensive set of channel participants and vendors
- Strong written and verbal communication skills, including comfort level with senior management presentations
- Strong experience with sales force communication
- Proven track record leading across cross-functional teams

Preferred Experience:

- In depth knowledge of specialty and **buy and bill product** distribution and service company business models
- In-depth knowledge and understanding of **rare disease** patient services challenges and opportunities
- Experience with specialty/buy and bill products
- Home office marketing experience
- Previous consultant or vendor experience

The pay range for this position at commencement of employment is expected to be between \$152,600 and \$283,400.00/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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

EEO Statement:

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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.

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