

Director, Strategic Assistant (Chief of Staff)

Job ID
REQ-10083100
июл 07, 2026
США
Available in: English

Сводка

#LI-Remote

This position can be based remotely anywhere in the U.S. (there may be some restrictions based on legal entity). The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager. This position will require 20% travel.

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible to you.

Company will not sponsor visas for this position.

The Director, Strategic Assistant (Chief of Staff) serves as a trusted strategic partner to the Chief Customer Engagement Officer, helping shape direction, drive priorities, and translate vision into meaningful action across a diverse product portfolio. This role is instrumental in advancing key strategic initiatives, enabling operational excellence, and ensuring the leadership team is positioned to deliver best-in-class execution. As a central connector across Customer Engagement, Sales, and enterprise leadership, the Chief of Staff will lead executive engagement planning, foster cross-functional collaboration, and support organizational change. The ideal candidate brings a passion for both strategy and execution, thrives in complex environments, challenges the status quo, and influences credibility at all levels. Above all, this person is energized by solving problems, simplifying complexity, and creating impact that moves the business forward.

About the Role

Key Responsibilities:

- Serve as a trusted advisor to the Chief Customer Engagement Officer, providing strategic insights, analysis, and recommendations that support critical business decisions and organizational priorities.
- Drive the planning, execution, and measurement of high-impact strategic initiatives across the Customer Engagement organization, partnering closely with cross-functional leaders to deliver meaningful business outcomes.
- Lead executive communications and engagement strategies, ensuring clear, compelling messaging for internal and external audiences.
- Act as a central connector across Customer Engagement, Sales Leadership, and enterprise stakeholders, fostering alignment, collaboration, and shared accountability.
- Oversee executive engagement planning, leadership team operations, and meeting excellence to maximize effectiveness, productivity, and decision-making.
- Lead and facilitate complex cross-functional projects, ensuring priorities remain on track, risks are mitigated, and objectives are achieved.
- Partner with sales leadership to identify emerging trends, solve business challenges, and develop enterprise-level solutions that enhance execution and performance.
- Represent and, when appropriate, serve as a delegate for the Chief Customer Engagement Officer in leadership discussions, stakeholder engagements, and strategic forums.
- Synthesize complex information into clear, actionable insights while managing sensitive and confidential matters with sound judgment and discretion.
- Champion simplification, continuous improvement, and change management initiatives that strengthen organizational effectiveness and accelerate impact.

Essential Requirements:

- Bachelor's degree required from 4-year college or university.
- 8+ years' experience in pharmaceutical, biotech, healthcare, consulting, or similarly structured industries; inclusive of at least 2 different types of cross-functional roles and / or experiences. We also welcome candidates from other complex sales environments such as medical devices, diagnostics, life sciences services, insurance, consumer health, or B2B sectors, especially where strong field leadership and customer engagement are central to success.
- 2+ years of experience leading complex, cross-functional projects and translating strategy into execution, with a proven ability to align global and local stakeholders to deliver impactful business outcomes.
- Proven ability to translate strategy into action, leading complex projects and initiatives from concept through execution with measurable impact.
- Strong relationship-building and influencing skills, with the ability to collaborate effectively across functions, geographies, and levels of leadership.
- Exceptional communication and storytelling capabilities, able to simplify complex concepts and deliver clear, compelling messages both verbally and in writing.
- Demonstrated analytical mindset with the ability to synthesize information, generate insights, and develop thoughtful recommendations and action plans.
- Highly organized and proactive, with the ability to manage competing priorities, navigate ambiguity, and deliver high-quality results with accuracy and attention to detail.

Desirable Requirements:

- Experience in management consulting, commercial pharmaceutical/biotech healthcare environments, or global and regional business roles, complemented by an advanced degree (e.g., MBA or Health Policy) and a strong understanding of complex stakeholder landscapes.
- Demonstrated track record of delivering exceptional results through curiosity, strategic thinking, and influence, with the ability to lead across matrixed organizations, challenge conventional thinking, and inspire action with or without formal authority.

Novartis Compensation Summary:

The salary for this position is expected to range between \$185,500 and \$344,500 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

Remote, US

Сайт

Remote Position (USA)

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

Dallas (Texas), Texas, США

Alternative Location 2

East Hanover (New Jersey), New Jersey, США

Alternative Location 3

Phoenix (Arizona), Arizona, США

Functional Area

BD&L & Strategic Planning

Job Type

Full time

Employment Type

Regular

Shift Work

No

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