

Customer Engagement Business Director, Neuromuscular

Job ID
REQ-10084386
авг 18, 2026
CША

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 30% 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 Customer Engagement Business Director, Neuromuscular is a strategic partner to the Vice President, Head of Customer Engagement, helping translate business priorities into clear, actionable plans that drive organizational success. This role brings together strategy, execution, and cross-functional collaboration to ensure alignment across field leadership and key stakeholders. By providing Neuromuscular business insights, governance support, and operational leadership, the Customer Engagement Business Director helps navigate opportunities and risks while enabling effective decision-making. Through strong partnership and coordination, this role empowers teams to deliver meaningful impact in a fast-paced and evolving healthcare environment.

About the Role

Key Responsibilities:

- Serve as a trusted strategic partner to the Vice President, Head of Customer Engagement, providing insights and recommendations that support business performance, organizational effectiveness, and execution excellence.
- Lead business planning and strategic prioritization efforts, translating objectives into clear, actionable plans that drive successful outcomes.
- Anticipate risks, dependencies, resource needs, and opportunities to support informed decision-making and accelerate execution.
- Drive alignment across field leadership and cross-functional partners, ensuring strategic priorities are effectively communicated and executed.
- Lead and continuously evolve the Customer Engagement Rhythm of Business, strengthening governance, accountability, and operational effectiveness.
- Prepare and support key leadership forums, business reviews, and performance discussions by delivering clear recommendations, insights, and decision support.
- Maintain an integrated view of Neuromuscular business priorities, enabling alignment across strategic initiatives, stakeholders, and enterprise partners.
- Leverage data, analytics, customer insights, market trends, and competitive intelligence to identify opportunities and inform business decisions.
- Lead complex cross-functional initiatives that enhance commercial effectiveness, operational efficiency, customer engagement, and patient impact.
- Champion a culture of collaboration, accountability, continuous improvement, and ethical, inclusive business practices while helping teams navigate change and deliver results.

Essential Requirements:

- Bachelor's degree required from 4-year college or university.
- 10+ years' experience in pharmaceutical, biotech, healthcare, or similarly structured industries with large, geographically dispersed teams. We also welcome candidates from other complex environments such as medical devices, diagnostics, life sciences services, insurance, consumer health, technology, or B2B sectors, especially where strong field leadership and customer engagement are central to success.
- Proven experience in strategic planning, business operations, commercial excellence, consulting, leadership support, or a related business function.
- Demonstrated success leading complex cross-functional initiatives and driving alignment, collaboration, and results across matrixed organizations.
- Strong business acumen, strategic thinking, and problem-solving capabilities, with the ability to navigate ambiguity and make sound decisions in dynamic environments.
- Exceptional communication, influencing, and stakeholder management skills, including the ability to partner effectively with senior leaders and translate complex concepts into actionable insights.
- Strong analytical capabilities with experience leveraging data, customer insights, and market dynamics to inform recommendations and business decisions.
- Track record of building effective governance, planning, and execution processes while successfully managing competing priorities and delivering measurable impact.

Desirable Requirements:

- Experience within Neuromuscular, Rare Disease, Specialty, or other complex therapeutic areas, with a strong understanding of the healthcare and commercial landscape.
- Experience in management consulting, business operations, commercial strategy, chief of staff, or execution leadership roles, including leading business transformation, organizational effectiveness, or operational excellence initiatives.

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.

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Alternative Location 2
East Hanover (New Jersey), New Jersey, США
Alternative Location 3
Phoenix (Arizona), Arizona, США
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Employment Type
Regular
Shift Work
No

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