

Manager, Field Communications

Job ID
REQ-10011202
Jun 12, 2024
USA

Summary

The Manager, Field Communication will be responsible for managing our internal communication approaches between headquarters and our field associates. Strong communication and copywriting skills as well as experience in corporate communications and project management are important qualities for this role. Enthusiasm and positive attitude will also contribute to the successful engagement and exchange of information between our internal stakeholders. Experience in graphic/web design and change management preferred. Primarily responsibilities are as outlined below, but ideal candidates demonstrate the ability to be agile, flex and adapt to meet the needs and responsibilities of an ever-evolving environment

- Support field communications and initiatives including, compliance, sales meetings, fleet, samples, literature, CRM, etc.
- Develop, maintain, and enhance capabilities of SharePoint or other such platforms.
- Lead creation of materials to educate field associates on core field operations processes.
- Proactively develop and distribute critical information to field associates in the form of weekly updates and tactical memos or similar approaches.
- Support implementation, logistics and compliance of other field/customer interaction and interfaces. Liaise with Ethics & Compliance, Communications, P&O, Curriculum Development, Training, etc.
- Support field operations and sales leaders in communications material development
- Identify and embed industry trends and best practices to optimize field communications channels and ensure the most important messages breakthrough and resonate.
- Monitor and assess the impact of field communications and make recommendations based on results for future areas of focus.
- Ensures alignment to, compliance with, and ownership of all NPC policies, including the Code of Conduct and all applicable laws and regulations.

About the Role

Education:

Bachelor's degree required, MBA Preferred

Languages:

Fluent English, excellent communication skills

Travel:

10-20% Travel Required; Remote role considered

Experience/Professional requirement:

Minimum Requirements:

- 3-5 years in pharmaceutical, biotech, healthcare, and/or consulting industry, or equivalent experience

- Strong ability to simplify complex concepts & strategies and “tell a story”... orally, written and verbally.
- Expertise with PowerPoint and able to create impactful content for executive audiences, cross-functional colleagues, and field personnel.
- Strong analytical skills
- Strong influencing skills, and the ability to exercise tact and diplomacy in stressful situations.
- Ability to manage multiple priorities and a consistent workload with accelerated timelines.

Preferred:

- Agency communications experience or equivalent a plus
- Curious, with excellent listening skills, able to challenge current thinking.
- Track record of exceptional performance and execution that drives results.
- Ability to lead, manage and motivate teams, with or without authority.
- Experience working collaboratively across the matrix.
- Experience influencing in all directions from an internal perspective.

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>

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Division

US

Business Unit

Innovative Medicines

Location

USA

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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