

# Director, HCP Customer Execution

Job ID  
REQ-10011204  
Jun 12, 2024  
USA

## Summary

The Director, HCP Customer Execution will work closely with the People & Organization (P&O) leadership in establishing the new Customer Engagement Operations (CEO) alignment focusing on strategy, operational efficiency, and enhanced, simplified engagement within the two functions. The Director will engage with all levels of the organization on behalf of Customer Engagement Operations, identifying areas of strategic and operational focus to enable business-critical partnership and transformational change. The Director, HCP Customer Execution will be responsible for CEO/P&O strategy and engagement optimization across various strategic pillars. This individual will be the key point of contact for Customer Engagement Operations in partnership with P&O. The ideal candidate is passionate about both strategy and execution and can translate ideation through to impact. This person will be a self-starter eager to change and ready to challenge assumptions. This individual is a skilled influencer and can interact & influence across various levels of leadership. The Director, Commercial Operations Process Excellence is passionate about driving simplification, leadership, collaboration, and problem solving. • Subject matter expert who oversees and manages strategic engagements related to critical business priorities and integration with key stakeholders, such as P&O. To include but not limited to Workday integration, Onboarding, Recruiting, Best Start, Fleet, etc. • Enhance field-force onboarding processes, among other areas, in partnership with key stakeholders such as P&O, in support of increasing Novartis's competitiveness in talent acquisition and positioning us as an employer of choice in the market. • Develop a strategic blueprint aligning priorities and objectives, identify needed capabilities, and monitor execution of the strategic plan. • Partner with P&O and leadership team in proactive strategic workforce planning to address areas such as organizational restructures, new team builds, and support of new product launches. • Manage ongoing customer engagement operations, developing cross-divisional interconnectivity, and enable change management for the organization. • Provide strategic counsel, daily operational and business planning support to P&O and CEO related to joint change initiatives. • Lead, create and execute key strategic initiatives. • Build excellence in day-to-day operations and outcomes in support of CEO and P&O organization.

## About the Role

### Education (minimum/desirable):

Undergraduate degree in related discipline required.

MBA or Advanced degree preferred.

### Travel:

20 – 30% travel required

**Languages:**

Fluent English, other languages desirable

**Background**

- 6+ years in pharmaceutical, biotech, healthcare, or consulting industry
- 6+ years in project management and translation of strategy into execution
- 6+ years leading complex projects requiring cross functional alignment.
- Experience in project management and translation of strategy into execution
- 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:**

- 5+ years commercial operations experience preferably with a multi-functional experience in a pharmaceutical, biotech, healthcare environment.
- 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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**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](mailto: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.

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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