

# Associate Director, NPS Vendor Operations

Job ID  
REQ-10038647  
Febr. 03, 2025  
USA

## Zusammenfassung

The Associate Director of NPS Vendor Operations will be responsible for the day-to-day oversight of an assigned group of vendor accounts that are providing services – hub, co-pay, adherence, free goods, digital, etc. – to the Novartis Patient Support (NPS) organization. He / she will serve as the single point of contact to manage vendor deliverables and performance. This candidate will re-quire strong collaboration and prioritization skills to drive alignment across vendors and internal stakeholders, while managing multiple initiatives across several therapeutic areas.

The location for this role is East Hanover, NJ. The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager. This position will require 20% travel.

## About the Role

This individual will work closely with NPS Disease Area & Product, Process Mapping, Requirements & Improvement, Quality, Enterprise Content Design, as well as Novartis Innovative Medicines Procurement, Contracting, Finance, Legal, Privacy and Compliance partners.

## Major Accountabilities:

- Serve as program owner and single point of contact for day-to-day vendor operations across a combination of key vendors / therapeutic areas, while managing all internal processes and governance protocols as they pertain to vendor management
- Partner with NPS stakeholders, procurement and contracting to develop or renew statements of work (SOW) and task orders (TO), scoping out vendor budgets, key deliverables etc.
- Align with NPS Disease Area & Product and NPS Product teams to understand priorities and program design & strategy based on customer & patient needs, targeted outcomes, market events etc.
- Collaborate with NPS Process Mapping, Requirements and Improvement to create standardized vendor business requirements documents (BRDs), while aligning with NPS Disease Area & Product operations and Enterprise Content Design to ensure vendor priorities, assets and milestones are up to date
- Own development, execution, approvals, change management and version control processes for vendor BRDs, and ensure they align with vendor standard operating procedures (SOPs) and process flows
- Plan and project manage execution of prioritized vendor milestones and deliverables, communicating status and risks across stakeholder matrix

## Education:

- Bachelor degree required
- Advanced degree (MA, MS or MBA) preferred

## Required Experience:

- 5+ years of healthcare system, account or vendor management experience, including direct pharmaceutical experience in patient services
- 3+ years of program operations management experience
- Significant experience in project managing vendor onboarding, change management / transitions and milestone delivery
- Strong planning, organization, communication and problem-solving / escalation resolution skills.
- Proven ability to collaborate cross-functionally within and across internal functions
- Demonstrated ability monitor program performance and develop data-driven diagnostics and recommendations
- Customer focused with ability to develop long-term relationships with stakeholders and gain their trust and respect.

The pay range for this position at commencement of employment is expected to be between \$132,300.00 and \$245,700.00 per year; however, while salary ranges are effective from 1/1/24 through 12/31/24, 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>

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**Benefits and Rewards:** Read our handbook to learn about all the ways we’ll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

## EEO Statement:

The Novartis Group of Companies are Equal Opportunity Employers who are focused on building and advancing a culture of inclusion that values and celebrates individual differences, uniqueness, backgrounds and perspectives. 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. We are committed to fostering a diverse and inclusive workplace that reflects the world around us and connects us to the patients, customers and communities we serve.

## 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.

Abteilung

US

Business Unit

Innovative Medicines

Ort

USA

Status

New Jersey

Website

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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