

Manager, Institutional Contracts, Chargebacks & Rebates / Membership

Job ID
REQ-10037882
Ene 24, 2025
Estados Unidos

Resumen

This position will be located at the East Hanover, NJ site and will not have the ability to be located remotely. This position will require <10% travel as defined by the business (domestic).

The Manager will lead the chargeback process and team in the review, approval, and release of customer chargebacks, collaborating with process stakeholders to ensure accurate and timely payments are consistently met while maintaining a minimal deduction profile.

#LI-Hybrid

About the Role

Key Responsibilities:

- **Process Expert/Lead** - Serve as the Subject Matter Expert for the chargeback process, providing guidance to stakeholders and project owners on process. Evaluate contract strategy feasibility to ensure accurate setup of distribution/chargeback model. Serve as key contact for internal and external customers for issue/project initiation through resolution/completion. Leverage expertise to manage team, priorities, issue resolution, project development quality/speed and compliance.
- **Business Partnering** - Collaborate with Contracting, Government Pricing (GP), Electronic Data Interchange (EDI), Project Owners, Accounts Receivable, Trade Operations, and Wholesalers to plan, prioritize, and review any chargeback-related issues, new strategies, or projects. Lead, ideate, and participate in extended team meetings to foster relationships and provide early guidance to drive awareness of key initiatives upfront. Train teams/customers on new processes and provide ongoing best practice sharing. Ensure ownership and maintenance of process documentation.
- **Team Leadership/Meeting Facilitation** - Plan and implement effective meetings by driving early planning and facilitating consensus among stakeholders. Provide direction to associates to help ensure alignment of understanding priorities within and across teams/customers and completing their tasks; delegate responsibilities as appropriate and ensure tracking to completion.
- **Quality Assurance** – Ensure adherence to all chargeback and EDI process requirements. Responsible for communication and documentation of key chargeback process updates. Partner with wholesalers to ensure data is submitted correctly; identify any areas for improvement and provide actionable feedback.

Essential Requirements:

- Bachelor's degree or Equivalent 4-Year degree required; degree subject area in Finance, Accounting, Business Administration or related preferred; MBA a plus
- >3+ years' experience in pharmaceutical/biotech industry/healthcare
- Working knowledge of class of trade and customer identifiers
- Understanding of pharmaceutical product discount contracts with various healthcare providers
- Working knowledge and understanding of EDI
- Proficiency in computer applications, including Microsoft Office and Outlook; life science applications such as Model N or Revitas; SAP/S4 a plus
- Strong understanding of data and digital tools to advance data literacy and analytical capabilities
- Account management/relationship building skills

Desirable Requirements:

- Functional experience in chargeback adjudication, rebate processing, membership and/or contract administration preferred
- Demonstrated persistence to follow through & ability to juggle shifting priorities with ease; project & process management experience; results-oriented ability to deliver under tight deadlines
- Strong collaboration, communication and negotiating skills; leadership, motivation skills with ability to influence without direct responsibility; ability to research and respond to complex customer issues with reasoned judgment

Novartis Compensation and Benefit Summary: The pay range for this position at commencement of employment is expected to be between: \$103,600.00 and \$192,400.00/year; however, while salary ranges are effective from 1/1/25 through 12/31/25, 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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

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 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.

División

Finance

Business Unit

Innovative Medicines

Ubicación

Estados Unidos

Estado

New Jersey

Sitio

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Auditoría y Finanzas

Job Type

Full time

Employment Type

Regular

Shift Work

No

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