

# AD, Implementation Lead

Job ID  
REQ-10010619  
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Etats-Unis

## Résumé

Novartis is a global company that combines medical science and digital technology to provide life-changing medicines to millions of people. We offer numerous opportunities for growth and development, including global and local cross-functional careers and a wide range of learning programs. Our strong pipeline of medicines ensures continued business growth and enables us to bring innovative treatments to patients quickly. Novartis Patient Support (NPS) plays a crucial role in helping eligible patients access and continue their prescribed medications. We work directly with patients, caregivers, and prescribing customers to provide education and support on access, affordability, acquisition, and adherence programs. Our team has supported millions of patients in the US, assisting over 500,000 patients annually. The Novartis Patient Support Center (PSC) is the central operational function within our organization. We handle all patient, caregiver, and customer transactions related to supporting patient access, including intake, case management, benefits verification, prior authorization and appeals support, specialty pharmacy triage, and adherence support. We are committed to delivering exceptional customer service, which is measured through service level agreements (SLAs), key performance indicators (KPIs), and net promoter scores.

## About the Role

Location: **Hybrid Working Requirements:** Ability to work on-site (East Hanover, NJ or Tempe, AZ) 3 days per week

This position will be located at the East Hanover, NJ site or Tempe, AZ site and will not have the ability to be located remotely.

The Associate Director (AD), Implementation Lead role will report to the Executive Director, Business Operations, and will work with internal and external stakeholders to plan, lead and execute the implementation of new programs, program transitions, operational changes, and technical innovation within the Patient Support Center. This role will be an expert in project management best practices and implementation process improvements. The position requires a dynamic, flexible, and outcomes-oriented individual with excellent communication, administrative, prioritization, influencing, and organization skills.

## Key Responsibilities:

- Responsible for the oversight and implementation of projects involving the Patient Support Center (PSC) with a focus on new program and program transition delivery within the PSC, including planning, coordinating, executing, and monitoring project activities.
- Serve as the PSC subject matter expert on enterprise program design standards to ensure compliance with incoming programs to the PSC, providing guidance and recommendations to ensure alignment with industry best practices and organizational goals.

- Communicate with internal PSC and NPS stakeholders to ensure clarity of accountabilities and responsibilities related to implementation projects, facilitating effective collaboration and coordination between teams.
- Create and manage PSC implementation project documents, requirements, and deliverables, ensuring that project documentation is comprehensive, up-to-date, and accessible to all relevant stakeholders.
- Collaborate with Program Management, Product, and Operational Excellence teams throughout the project lifecycle to ensure project decisions and details align with the overall project roadmap, either defined by the PSC or Launch Excellence depending on the project scope.
- Develop timelines and scope for overall projects, considering key milestones, resource allocation, and dependencies to ensure successful project completion within the given constraints.
- Serve as the primary contact person for the PSC on project teams, providing necessary details, background information, and timelines to ensure all team members are well-informed and aligned.
- Define success and failure metrics for projects and programs, regularly communicating and presenting across the PSC regarding the achievements and opportunities associated with implemented programs.
- Display proficiency in managing effective meetings, demonstrating skills in keeping participants on track, on schedule, and focused, while actively encouraging their participation and engagement.

What you'll bring to the role:

**Education:** Bachelor's Degree required; advanced degree preferred (e.g., MHA, MBA)

**Internal Engagements:** This position will collaborate with many individuals across NPS and PSC Leaders, PSC Operations, Training, Marketing, Legal, People & Organizations, Ethics Risk Compliance, Service Business Partners

**Travel requirements:** Role is office-based in either the Phoenix/Tempe metro area or in East Hanover, NJ with occasional travel between offices (anticipating 20%)

**Hybrid Working Requirements:** Ability to work on-site (East Hanover, NJ or Tempe, AZ) 3 days per week

**Essential Requirements:**

- 5+ years pharmaceutical, biotech, consulting, specialty hub operations or related experience
- 2+ Years project management experience
- Strong leadership, teaching, planning and organization, data and analytics, decision making and problem-solving skills
- Experience working in a Patient Services contact center, pharmaceutical industry, healthcare or heavily regulated industry
- Strong interpersonal, communication, influencing and analytical skills
- Demonstrated ability to synthesize information to develop recommendations, and ability to persuade / influence organization pursuit of recommended path
- Ability to manage multiple projects and consistently meet deadlines
- Excels at interacting with a diverse group of people, all levels of management, including senior leadership

**Preferred Qualifications:**

- Strong compliance mindset, high level of integrity and ethical judgment, demonstrated experience in fostering compliance with company policies and procedures
- Understanding of privacy laws and regulations including HIPAA and similar state laws
- Strong ability to collaborate and work cross-functionally within a matrix environment
- Strong analytical acumen and ability to apply data driven insights for operational improvements

- PMP Certification is preferred

## Why consider Novartis?

**Why Novartis:** Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

**You'll Receive:** You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

**Commitment to Diversity & Inclusion:** Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

**Novartis Compensation and Benefit Summary:** The pay range for this position at commencement of employment is expected to be between \$144,000.00 and \$216,000.00/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.

**Join our Novartis Network:** If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>

**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>

## EEO Statement:

The Novartis Group of Companies are Equal Opportunity Employers and take pride in maintaining a diverse environment. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, gender, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status. We are committed to building diverse teams, representative of the patients and communities we serve, and we strive to create an inclusive workplace that cultivates bold innovation through collaboration and empowers our people to unleash their full potential.

## 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

Emplacement

Etats-Unis

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Commercialisation

Job Type

Full time

Employment Type

Regular

Shift Work

No

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