

Manager, Field Enablement

Job ID

REQ-10011197

juin 12, 2024

Etats-Unis

Résumé

The Manager, Field Enablement will be responsible for providing operational expertise and logistics support to Customer Engagement associates in the field. This individual will be the key point of contact for Customer Engagement Operations in partnership with matrix colleagues including P&O, Fleet, Field CRM, Vendor Credentialing, etc. This person will work closely with the members of the Customer Engagement Operations team to deliver on requirements to the field. This role requires attention to detail, strong interpersonal skills, and collaboration with matrix business partners. The Manager 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. He/she will play a critical role in managing ongoing customer engagement operations, developing cross-divisional interconnectivity, and enable change management for the organization. This role will act as the key point of contact for Fleet, representing the Customer Engagement Organization. This role will also help support the CRM strategy, represent the field in development of tools and technology for the field teams. The role will manage the processes and procedure with the Vendor Credentialing partner that eliminates barriers for the field. 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 individual is passionate about driving simplification, leadership, collaboration, and problem solving. Your responsibilities will include, but are not limited to:

- A subject matter expert who oversees and manages engagements related to critical business priorities between matrix partners to include but not limited to Work-day integration, Onboarding, Recruiting, Best Start, Fleet, CRM etc.
- Develop a blueprint aligning priorities and objectives, identify needed capabilities, and monitor execution of the strategic plan.
- Provide counsel, daily operational and business planning support to P&O and CE-O related to joint change initiatives.
- Manage and execute key strategic initiatives.
- Build excellence in day-to-day operations and outcomes in support of CE-O and matrix partners to the CE organization.
- Demonstrates critical problem-solving skills and the ability to produce clear and concise written and verbal communication
- Ability to demonstrate partnership within the team and to matrix partners
- Ability to represent and be the voice of CE field teams and collaborate effectively
- Ability to manage workload with limited guidance, effective management, and prioritization of work with high level of independence
- 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 experiences
- 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:

- Sales experience 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?

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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.

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CTS

Business Unit

Innovative Medicines

Emplacement

Etats-Unis

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Ventes

Job Type

Full time

Employment Type

Regular

Shift Work

No

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