

Director, NPS Experience Design

Job ID
REQ-10007470
Juni 17, 2024
USA

Summary

Up to 27 potential launches expected in the next 5 years at Novartis. The Novartis Patient Support team is at the forefront of transforming how the industry helps patients get access to treatment. Do you want to be part of a team that puts patients first with a strong focus on reimagining patient-centric initiatives? We'd love to hear from you.

The Director, NPS Experience Design will be responsible for designing and delivering the best platform experience for patients, practices, and internal customers. This individual will report to the ED - Experience Design and UX and will be responsible for designing, building, and delivering enterprise content on our NPS platforms to provide the best patient support to our customers. This includes harmonizing enterprise templates for start forms, emails, faxes, text messages, websites, call materials, field materials, print and digital materials, etc., This role will also be accountable for the content approval process through MAP / FUSE and ensuring the templates remain updated.

To do this successfully, this individual will bring a strong customer voice into all key enterprise content design decisions. This individual will also possess a deep understanding of our NPS programs, technology, processes and operations.

Major Accountabilities

- Support the enterprise template creation and delivery process by demonstrating a very strong understanding of patient services, including business processes, technology landscape, operational flows, program design, and operational challenges.
- Demonstrate deep understanding of the patient services landscape, including Bene-fit Investigation, Prior Authorization, Co-pay, patient & practice authorizations, con-sent / opt-outs, and ongoing refill management solutions, for all product archetypes.
- Single point of accountability for design, development, and approval (MAP/FUSE) of all NPS enterprise content / templates, including start forms, emails, faxes, text messages, websites, call materials, field materials, print and digital materials, etc.
- Partner with UX and research teams to conduct scalable user research and testing across NPS product verticals to help understand how internal & external users inter-act with and feel about our products.
- Support ED Experience Design and UX with managing department budget and re-sourcing including third-party agencies, relationships, and deliverables; Creatively solve for missing information using internal and external sources.
- Support the ED Experience Design and UX with evangelizing experience design and UX across the NPS leadership team and increase awareness and expertise of experience design best practices, standards and

methods leading to more effective business management.

The pay range for this position at commencement of employment is expected to be between \$201,600.00 and \$302,400.00 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.

About the Role

Education (minimum/desirable):

Bachelor's Degree in relevant area. MBA or Advanced degree is strongly preferred.

Experience:

MUST HAVES:

- BA degree, MBA or advanced degree preferred.
- **7+ years** of pharmaceutical, biotech or healthcare industry
- **Minimum of 3 years** of experience in patient services and reimbursement operations, either in Pharma or at reimbursement HUBs
- Demonstrated understanding within the Patient services technology landscape.
- Product management experience in delivering customer service experience by leveraging omni-channel technologies.
- Demonstrated ability to design, develop, and deliver content and template to patients and customers.
- Business acumen - ability to link multiple insights across brands and channels to generate insights, prioritize business questions and develop effective recommendations.
- Demonstrated partnering and influencing skills, stakeholder management, project management, people management.

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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<https://talentnetwork.novartis.com/network>

Division

US

Business Unit

Innovative Medicines

Standort

USA

Site

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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<https://talentnetwork.novartis.com/network>

EEO Statement :

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Major Accountabilities ~ Steigern Sie Ihr wettbewerbsfähiges Umsatzwachstum ~ Identifizierung und Priorisierung von Kunden mit hohem Potenzial durch Datenanalyse (HCPs und Stakeholder), die Verschreibungsentscheidungen beeinflussen ~ Steigern Sie die Vertriebsleistung durch die geschickte Orchestrierung positiver Kundenerlebnisse ~ Engagieren und Beziehungen aufbauen ~ Führen Sie wertorientierte Gespräche (persönlich und virtuell), um kritische Kundenherausforderungen, Entscheidungstreiber, Schwachstellen und Chancen zu verstehen ~ Personalisieren und orchestrieren Sie Customer Engagement Journeys für HCPs,

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