

Associate Director, Renal Clinical Education – Northwest – Remote

Job ID
REQ-10010264
Jun 05, 2024
USA

Summary

This is a field-based and remote opportunity supporting the key accounts.

Novartis is unable to offer relocation support for this role. Please only apply if this location is accessible for you.

The Associate Director, Clinical Education is the face of Novartis for our customers. The Associate Director, Clinical Education is a self-motivated and clinically trained leader who engages Health Care Providers (HCPs) on disease state awareness, clinical education, and specific clinical information pertaining to Novartis products. This leader delivers unbranded and branded information to target HCPs and educates HCPs and staff on key Novartis resources with the goal of improving patient outcomes. You will be proficient in facilitating a clinical dialogue that compels the customer to act on behalf of their patients.

#LI-Remote

About the Role

Key Responsibilities:

- Drive awareness of diseases / therapeutic area and branded assets to increase education, empowerment, treatment compliance and shared decision making between HCPs & patients.
- Deliver in-depth disease education to ensure that HCPs and other office staff are educated on disease processes and form relationships with account staff to drive patient advocacy, ensure ongoing engagement and account access.
- Provide resources to HCPs with information on innovative, approved ways to diagnose and handle patients across many manifestations and spectrums of symptoms and implement a well-defined account plan to deliver short and long-term value for the HCPs/Staff/Accounts.
- Collaborate with Territory Account Specialists (TAS), territory colleagues and HQ to ensure targeted and well-coordinated efforts in offices to proactively meet customer needs.
- Engage in compliant business meals with the purpose of facilitating an educational or business-related discussion. (A defined business need must exist for this activity).
- Own & deliver digital pull-through and virtual engagements programs via digital platforms with proficiency to optimally engage customers via multiple channels.
- Lead planning meetings with key partners to solve sophisticated customer problems and work collaboratively across functions to ensure customer needs are met with vitality.
- Analyze territory market data and trends to gain insights into the potential educational needs of HCPs.

- Ensures alignment to, compliance with, and ownership of all NPC policies, including the Code of Conduct and all applicable laws and regulations.

Essential Requirements:

- Past or current Physician Assistant (PA) / Nurse Practitioner (NP) certification required, or Doctorate in Nursing Practice (DNP). **Does not need to keep certification active to remain in role.*
- Proven experience in clinical practice with patients for min 18-24 months.
- Experience in establishing and encouraging relationships with key partners and influencers within the market and being able to communicate clinical/product information.
- Strong teamwork skills and ability to collaborate and work cross-functionally within matrix structure.
- This is a remote position that will support key accounts in an assigned region. Candidate must reside within territory, or within a reasonable daily commuting distance of 100 miles from territory border. Ability to travel 60-80% over a broad geography is required, with the ability to drive and/or fly within the territory. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you. Must have a valid driver's license.

Desirable Requirements:

- Knowledge of pharmaceutical marketplace and the governing rules and laws, and possess a strong understanding of commercial payers, Medicare Part A/B/C/D plans and state Medicaid in geography.
- Therapeutic area and launch experience with a background of guiding and influencing others.

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>

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.

Driving is an Essential Function of this Role: Meaning it is fundamental to the purpose of this job and cannot be eliminated. Because driving is an essential function of the role, you must have a fully valid and unrestricted driver's license to be qualified for this role. The company provides reasonable accommodations for otherwise qualified individuals with medical restrictions if an accommodation can be provided without eliminating the essential function of driving.

COVID-19 Vaccine Policy (customer-facing roles only): While Novartis does not require vaccination for COVID-19 or proof of a recent negative test result for COVID-19 at this time, employees working in customer-facing roles must adhere to and comply with customers' (such as hospitals, physician offices, etc.) credentialing guidelines, which may require vaccination. As required by applicable law, Novartis will consider requests for reasonable accommodation for those unable to be vaccinated. This requirement is subject to applicable state and local laws and may not be applicable to employees working in certain jurisdictions. Please send accommodation requests to Eh.occupationalhealth@novartis.com.

Novartis Compensation and Benefit Summary: The pay range for this position at commencement of employment is expected to be between \$174,400 and \$261,600/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.

For Field Roles with a Dedicated Training Period: The individual hired for this role will be required to successfully complete certain initial training, including home study, in eight (8) or fewer hours per day and forty (40) or fewer hours per week.

Company will not sponsor visas for this position.

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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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Division

US

Business Unit

Innovative Medicines

Location

USA

Site

Field Non-Sales (USA)

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

Boise (Idaho), USA

Alternative Location 2

Los Angeles (California), USA

Alternative Location 3

Salt Lake City (Utah), USA

Alternative Location 4

Seattle (Washington), USA

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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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.

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EEO Statement :

Learn about our business, strategy and performance in 2023, and how we create sustainable value for stakeholders and society.Learn about our business, strategy and performance in 2023, and how we create sustainable value for stakeholders and society.Learn about our business, strategy and performance in 2023, and how we create sustainable value for stakeholders and society.Learn about our business, strategy and performance in 2023, and how we create sustainable value for stakeholders and society.

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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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