

# Director, Commercial Operations, NS

Job ID  
REQ-10016024  
Jul 23, 2024  
USA

## Summary

The Director, Commercial Operations will contribute to elevate excellence in execution in the US organization by contributing to consistently boosting performance, achieving executional certainty and ensuring operational effectiveness across the GM organization. This will be achieved in close collaboration and at the service of TA Heads, GMs and Functions so that we can fully unleash the potential and power of the US model through simplicity, empowerment, clarity and proper governance.

This role reports into the Executive Director, US Commercial Operations in the CSOL Team (Commercial Strategy, Operations and Launch Excellence). The candidate will engage with all levels of the organization, identifying areas of operational focus to enable business-critical change. The Director, Commercial Operations play a critical role in the US organization by managing General Management meetings/engagement operations, leading key initiatives, and contributing to develop cross-divisional interconnectivity, also through change management activities.

This role is aligned to the Neuroscience GM organization.

## About the Role

### Your responsibilities will include, but are not limited to:

- Partner with Neuroscience TA Head, GMs and BEL to manage operations
- Lead and manage key initiatives for the Neuroscience General Management organization in collaboration with US Functions related to key business priorities
- Support Investor Relations process (e.g. Quarterly Earnings calls)
- Play a critical role in developing standardized performance management tools and methodologies to assess and provide clear visibility to the overall health and performance of TAs
- Oversea critical initiatives to drive excellence in our culture, operations and ways of working
- Build excellence in day-to-day meeting operations, processes and outcomes

### What you'll bring to the role:

- Bachelor's Degree required, Master Degree preferred
- 7+ years combined experience in pharmaceutical, biotech, healthcare, or healthcare consulting industry, inclusive of at least 3 different types of cross-functional roles/experiences
- 4+ years leading complex projects requiring cross-functional alignment
- 2+ years functional experience in the US, Commercial preferred
- Strong business acumen, excellent strategic thinking and effective problem solving
- Track record of exceptional performance and execution that drives results in a cross-functional matrix
- Proven self-starter with high standards of excellence, an innovative mindset and the ability to consistently meet deadlines

- Excellent interpersonal and communication skills, with demonstrated ability to collaborate, operate and influence the organization
- Outstanding ability to deal with ambiguity/uncertainty
- Strong executive presence and ability to interact with senior Leadership
- Curiosity, excellent listening skills and ability to challenge current thinking
- Strong customer-focus mindset
- Excellent PowerPoint skills

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.

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Division

US

Business Unit

Innovative Medicines

Location

USA

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

BD&L & Strategic Planning

Job Type

Full time

Employment Type

Regular

Shift Work

No

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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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performance in 2023, and how we create sustainable value for stakeholders and society.

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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