

Director, Priority Account Strategy & Implementation- Remote

Job ID
REQ-10021665
Sep 10, 2024
USA

Summary

This is a Remote opportunity supporting national key accounts in an assigned geography. Novartis is unable to offer relocation support for this role. Please only apply if this location is accessible for you.

As the Director, Priority Account Strategy & Implementation you will be responsible for large-scale U.S. Oncology Priority Account Team strategy & execution and functional initiatives. As Novartis continues to implement the Priority Account Team in the market, we expect this role to operationalize all elements of the 'Jobs to Be Done and the Ways of Working' to enable the strategy to come to life. You will play a pivotal role in supporting Novartis strategies and identifying opportunities for growth.

This role works within the U.S. Oncology Customer Engagement Priority Account Team as well as across disease-/product-teams & all functions to ensure annual, long-term, & ad hoc strategic initiatives are planned & executed. This role will work in an agile manner across the teams to drive critical Oncology Priority Account initiatives and scale learnings more broadly across the organization. As we continue to operationalize a go-to-market model centered on the customer, this is a unique career opportunity to make a significant impact in the industry.

#LI-Remote

About the Role

Key Responsibilities:

- Conduct Ongoing Needs Analysis through customer feedback, external stakeholder research, field interactions, subject matter experts, and leverage results to inform/adjust CE Strategy
- Develop Content and Resources to Impact Above-Brand Initiatives: Collaborates with, Oncology Customer Engagement teams, IMO plus other key oncology functional stakeholders to develop key initiatives that have a direct impact on the Oncology Portfolio e.g., but not limited to above-brand strategy design, pre-launch resources, coordination, & execution, across functions / stakeholders both internally & with field team(s)
- Priority Account Team Cross Functional Face-to-Face Meeting(s): responsible for driving meeting collaborating with meeting planning, product teams & cross functional business partners to plan, project manage, and execute key yearly meetings (1H, 2H, pocket meetings), to ensure overarching strategy, tactics, and pull-through for Priority Account Team sessions. Leads cross-functional planning meetings,

drives accountability for planning & execution, & connects-dots to ensure key communications, messaging, training, & other needs are met

- Drive Priority Account Team Impact at Scale by establishing a forum to share successes/challenges, training content, align on strategy, tactics & execution, and proactively engage with cross-functional teams for scalable solutions across all of CE
- Develop KPIs that align with strategic direction of Priority Account Team & ensure consistent execution of Priority Account strategy
- National Priority Account Performance
- CSAT & Voice of Customer survey results
- Above-brand strategy & tactical execution of key project(s) & initiative(s) as identified through project planning
- Successful design & execution of U.S. enterprise initiative(s)

Essential Requirements:

- Bachelor's degree
- 15+ years of experience in highly complex vertical markets
- Biotech, technology, bioinformatics, bio-services, SaaS, consulting and vertical markets where significant account management is required
- Experience in multiple different types of roles such as sales + marketing + strategy + business development + commercial operations + training
- Navigating complexity by focusing on larger long-term issues and creating innovative plans & strategies to solve
- Experience in challenging the way things are and leading change management in matrix organizations
- Demonstrated strategic, business and financial acumen
- Strong analytical skills and an ability to generate in-sights and develop relevant action plans to drive outcomes
- Strong influencing skills, and the ability to exercise tact and diplomacy in stressful situations
- Project Management expertise with ability to manage multiple priorities and a heavy workload

Desirable Requirements:

- 12+ years as a people leader at the Director or above level, leading people and teams to deliver impact
- 10+ years of account management leadership experience
- Experience working collaboratively across the matrix & ability to be agile within a changing organization by challenging the way things are and leading change management

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 \$201,600 and \$302,400/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.

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

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

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

Atlanta (Georgia), USA

Alternative Location 2

Boston (Massachusetts), USA

Alternative Location 3

New York (New York), USA

Alternative Location 4

Orlando (Florida), USA

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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