

Director, Market Access Engagement (Multiple Positions)

Job ID

REQ-10055506

Jul 15, 2025

USA

Summary

As Director, Market Access Engagement, you will be responsible for the execution of the market access strategies within assigned health system accounts for you and your team as it relates to product access and distribution, pricing, discounting, and contracting. In this capacity you will serve as the lead for internal coordination between the Market Access field team and the channel, pricing, and market access strategy teams for your assigned key accounts. You will work in support of cross-functional account teams and will be responsible for executing duties in a collaborative manner with exceptional internal and external communication while following all compliance guidelines.

A successful Director, Market Access Engagement will be driven, collaborative, and able to effectively communicate with customers and cross-functional partners while leading and developing a high-performing team. You will be expected to deliver account engagement excellence, possess the required market access acumen, and demonstrate strong communication skills in a role that is critical to patient access. The Director, Market Access Engagement will need to comfortably engage customer accounts and lead discussions centered around non-clinical barriers across multiple products/sites of care. This role requires expertise in discussing market access topics related to pricing, product purchase contracting, Group Purchase Organization (GPO) contracting, 340b and reimbursement across multiple sites of care and payer types.

This is a field-based role and will require overnight travel up to approximately 50% of the time.

About the Role

Key Responsibilities:

- **Team Leadership and Development**

- Recruit, develop and retain high performing and high potential associates and team leaders
- Establish a high performing, excellence-oriented, results-driven, customer-focused, and collaborative team that is diverse, willing to challenge one another, inclusive, and free from all forms of discrimination
- Support team in creation of individual development plans, provide frequent and timely feedback, and manage performance for assigned teams
- Provide insight into the training and education required for your team to deliver on objectives

- **Deliver Account Business Goals**

- For identified key accounts, accountable for the execution of business-to-business engagement (B2B) for assigned products with site of care business leaders, C-Suite, procurement, and financial leaders across community clinic and health system accounts.

- Present appropriate stakeholders at assigned accounts with their pricing, contract & rebate structure & any related information.
- Use approved resources to deliver pre-approval information to eligible population health decision makers when appropriate.
- Support optimal product access through execution of contracting that is aligned to strategy
- Utilize approved resources with appropriate customer stakeholders to educate on available pricing terms and other relevant market access strategies
- Serve as the proactive engagement lead for structured B2B discussions in assigned accounts and provide reactive support to the cross-functional team for B2B market access discussions for identified accounts needing Market Access engagement
- Serve as account engagement lead related to product access, pricing, contracting, and other relevant topics related to patient access to treatment.
- Ensure execution of all of these responsibilities for not only directly assigned accounts but for your direct reports and their accounts
- **Effectively Communicate and Collaborate with Ecosystem Partners (e.g., Customer Engagement, Novartis Patient Support, Field Medical).**
 - Provide input and feedback to the IPST through the market access strategy team as it relates to B2B engagement field insights.
 - Provide feedback to the market access strategy team regarding resource and content development to be used by Market Access and other cross functional field teams.
 - Coordinate and share account field insights with the channel strategy teams. Optimize relationships, collaboration and communication with ecosystem partners.
 - Maintain account status and activity progress, share as required with functional partners.
 - Activation and management of internal processes required to accomplish KPI's.
 - Appropriately share insights around customer experience with offer suggestions for process improvements.
 - Provide meaningful insights into market dynamics or competitor activities.
 - Provide insights and co-collaborate with HQ teams on resource creation for your assigned teams
- **Ethics and Compliance**
 - Conduct yourself with highest ethical standards and adhere to Novartis Code of Conduct.
 - Comply with all relevant laws and regulations and Novartis policies, and procedures, and ensure others around him/her do the same.
 - Ensure a diverse and inclusive environment free from all forms of discrimination and harassment.
 - Ability to obtain and maintain credentialing in order to work with and visit all assigned accounts and healthcare systems.

Essential Requirements:

- **Education:** Bachelor's degree required; MBA, or equivalent preferred
- Minimum of 7 years relevant experience, including experience in account management, pricing/contracting, patient services or market access roles
- Pricing, contracting, or account management experience or a minimum of 3 years pharmaceutical/healthcare sales experience.
- Experience operating in highly complex market with operational interdependencies.
- Experience sharing meaningful insights to HQ colleagues to shape strategy.
- Building on existing expertise in all things coverage-related with payers and health systems (formulary decisions, inventory management, clinical pathways, contracting, GPO performance and pull-through, pre-approval delivery, etc.)
- Track record of results and able to execute with a collaborative mindset.

- Proven ability to successfully work in a cross functional and collaborative environment, simultaneously handle multiple tasks and to effectively manage and lead without formal direction

Desirable Requirements:

- Leadership experience with direct reports preferred

The pay range for this position at commencement of employment is expected to be between \$194,600 and \$361,400 per year; however, while salary ranges are effective from 1/1/25 through 12/31/25, 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.

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

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>

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Division

US

Business Unit

Universal Hierarchy Node

Location
USA
State
Field, US
Site
Field Non-Sales (USA)
Company / Legal Entity
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation
Functional Area
Market Access
Job Type
Full time
Employment Type
Regular
Shift Work
No
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