

Director, CRM Product Operations

Job ID

REQ-10074370

May 26, 2026

LOC_US

About the Role

Key Responsibilities:

- Own the CRM product operating model and scalable delivery processes
- Manage the product ops tool stack and data/dashboards for execution
- Govern release management, readiness, and quality standards
- Drive cross-functional alignment and removing delivery bottlenecks
- Enable continuous improvement, KPI monitoring, and executive reporting

Essential Requirements:

- Education: Bachelor's degree in Business, Information Systems, Product Management, or related field.
- 7+ years of experience in product operations, product management, operations management, or related leadership roles (regulated industry experience preferred).
- Proven success designing and implementing scalable product operating models and standard ways of working.
- Strong knowledge of the product development lifecycle and Agile/DevOps ways of working; ability to partner effectively with engineering/IT leadership.
- Experience managing product tool stacks and building KPI-driven operational dashboards and reporting.

Desirable Requirements:

- Knowledge of the pharmaceutical industry, including IT governance and regulatory considerations (highly desirable).
- Experience in regulated industries, such as pharmaceutical, healthcare, financial services, or technology sectors (preferred)

The salary for this position is expected to range between \$185,500.00 - \$344,500.00 per year.

The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors.

Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards.

US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

Role Requirements

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

Division

DIV_IU

Business Unit

General Management

Location

LOC_US

Site

East Hanover

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

FCT_MM

Job Type

Full time

Employment Type

Regular

Shift Work

No

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