

# Director, Vendor Management & Planning

Job ID

REQ-10077668

May 08, 2026

LOC\_US

## About the Role

### Major Accountabilities

- Manage the relationship and entire book of business with group of strategic vendor accounts, serving as the single point of contact for large-scale partnerships, vendor business reviews and strategic discussions
- Lead across a high volume of vendors, with specific focus on unique rare disease programs (Alternate Sites of Care, Travel Support, Clinical/In-Home Lab Support, etc.)
- Shape programs for products that are primarily accessed through Buy & Bill channel and covered through Medical benefit
- Maintain vendor profiles, key contacts, issue logs, scorecards, account spend, as well as a clear understanding of strategic roadmaps and capabilities of currently contracted vendors, to identify and recommend future NPS business use case and continuous improvement opportunities
- Build and manage prioritized NPS roadmap with vendor, outlining enterprise and program-level milestones, deliverables and interdependencies
- Support building business cases for NPS vendor selection, effectiveness or transition, including cost / impact analysis
- Support NPS innovation scans and program strategic evolution by internally gathering and aligning on business requirements and consulting with NPS Strategy team to facilitate new vendor / capability onboarding
- Partner with NPS stakeholders, Procurement and Contracting to provide business requirements and context for RFPs, vendor onboarding, pricing negotiations, SLA / KPI alignment and contract execution
- Identify, assess and mitigate potential NPS business risks that may arise through vendor onboarding, ongoing engagement or performance
- Responsible for identifying and reporting adverse events via the established Novartis systems as per applicable processes
- Collaborate with NPS Disease Area & Product, Data & Analytics, Product and Portfolio Strategy & Lifecycle Management for cross-functional business and performance reviews, and facilitate all cadenced vendor performance / roadmap reviews

### Education (minimum/desirable):

- Bachelor of Science degree required
- Advanced degree (MS or MBA) preferred

### Experience:

- 7+ years of healthcare system or vendor management experience, including direct pharmaceutical experience in patient services
- 4+ years of account management experience
- Significant experience in vendor onboarding, management and transitions including all aspects of developing strategy and design to execution
- Strong matrix-leadership, planning, organization, communication and problem-solving skills
- Proven ability to collaborate cross-functionally within and across internal functions
- Demonstrated experience analyzing complex situations and processes, effectively integrating and synthesizing the data to form a complete cohesive picture
- Demonstrated ability to synthesize information to develop recommendations, with ability to persuade / influence organizational pursuit of recommended path

- Customer focused with ability to develop long-term relationships with stakeholders and gain their trust and respect.
- The expectation of working hours and travel (domestic and/or international) will be defined by the hiring manager. This position will require 20% travel.

The pay range for this position at commencement of employment is expected to be between \$185,500 and 344,500.00/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.

## 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

Marketing

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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