

Manager, Community Adoption

Job ID

REQ-10086821

Sep 23, 2026

LOC_MX

About the Role

Key Responsibilities

- Build and manage AI user communities, champion networks, office hours, and peer-learning forums.
- Promote adoption through engagement campaigns, events, and community activation initiatives.
- Capture user feedback, adoption barriers, success stories, and use cases, sharing insights with product and enablement teams.
- Maintain community channels, FAQs, knowledge assets, and content calendars.
- Facilitate discussions that encourage peer support, collaboration, and continuous learning.
- Track community participation, engagement metrics, and adoption trends.
- Support champion development and empower local advocates to drive ongoing adoption.
- Identify recurring issues and recommend improvements to enhance user experience and value realization.

Essential Requirements

- Bachelor's degree in Business, Organizational Development, Learning, Communications, Healthcare, Digital Technologies, or a related field.
- 4+ years of experience in community management, change management, customer success, communications, learning operations, business operations, or digital adoption.
- Strong facilitation, communication, writing, and stakeholder engagement skills.
- Experience managing Teams, SharePoint, online communities, user groups, or learning networks.
- Ability to influence without authority and foster engagement across diverse stakeholder groups.
- Strong project coordination and organizational capabilities.
- Experience leveraging data and user feedback to improve adoption outcomes.
- Fluency in English required.
- Experience with AI tools, digital transformation initiatives, pharma, healthcare, or champion networks preferred.
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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.

Accessibility and accommodation

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Novartis tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condición médica o discapacidad, necesita una adaptación razonable para cualquier parte del proceso de contratación, o para desempeñar las funciones esenciales de un puesto, envíe un correo electrónico a tas.mexico@novartis.com y permítanos conocer la naturaleza de su solicitud y su información de contacto. Incluya el número de posición en su mensaje.

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: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Role Requirements

Division

DIV_IU

Business Unit

Marketing

Location

LOC_MX

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

FCT_MM

Job Type

Full time

Employment Type

Regular

Shift Work

No

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