

Director, Product Design (2 Positions)

Job ID
REQ-10074376
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США

Сводка

#LI-Hybrid

Novartis is on a mission to transform medicine and improve lives worldwide. As a global leader in healthcare, we leverage advanced technology and data to deliver patient-centric solutions, enhance customer engagement, and drive innovation. The Insights and Decision Science (IDS) team is dedicated to enabling improved decision making at Novartis by leveraging superior data to identify actionable insights that drive enhanced performance. The US CRM organization sits within IDS and plays a crucial role in driving the transformation to a customer 360 operating model.

Reporting to the Executive Director, Head of CRM Experience Design, this role serves as the UX leader for a series of user populations (eg. Medical, Customer Engagement, Patient Services, etc.), responsible for understanding workflows and challenges, designing best-in-class CRM experiences, conducting field usability research, and ensuring seamless, high-performing user experiences that support field team productivity, while prioritizing out-of-box platform capabilities.

The Director, Product Design is responsible for elevating the user experiences users within the CRM ecosystem. This role owns the design strategy, user research integration, and implementation of intuitive, mobile-optimized CRM interfaces tailored to function-specific workflows. The Director ensures that CRM platform capabilities are optimized for out-of-box, fast-paced user experiences and that design standards enable users to focus on customer engagement rather than administrative friction.

This position will be located at the East Hanover, NJ site and will not have the ability to be located re-remotely. This position will require 15% travel as defined by the business (domestic and/ or international).

There are 2 positions available.

About the Role

Major Accountabilities:

Field User Insights & Design Priorities: Partner with users and User Research to understand workflows, pain points, and platform usage patterns. Translate research insights and user feedback into design priorities and implementation roadmaps. Develop and maintain user personas and workflow documentation

Multi-platform CRM Design: Design wireframes, prototypes, and high-fidelity mockups balancing the need for exceptional user experiences and out-of-box implementation requirements. Optimize for multiple platforms and minimize data entry friction

Field Usability Research & Validation: Conduct field-based usability testing with user to validate designs in real-world conditions. Gather feedback on prototypes and iterate designs based on field testing insights.

Design Contribution to Team Effectiveness: Design CRM interfaces that reduce administrative burden, allowing teams to focus on customer engagement: Identify and eliminate design friction points that impact field team workflow efficiency

Cross-Functional Collaboration: Partner with Product Managers to understand business priorities and integration needs. Collaborate with Engineering and QA teams to ensure design feasibility and quality mobile implementation.

Design and Delivery Excellence: Drive continuous improvement in user experience through iterative design and innovation. Ensure designs meet accessibility standards and serve diverse team needs.

Novartis seeks accomplished UX designers with demonstrated success in CRM application design. Strong expertise in cross-platform design, usability research, and the ability to optimize for real-world field work constraints are essential.

Essential Requirements:

- Bachelor's degree in Design, Human-Computer Interaction, or related field required; Master's degree or UX Design certification preferred.
- Minimum of 8+ years of progressive experience in mobile UX/UI design, product design, or related roles, preferably in CRM, SaaS, or field mobility sectors
- Demonstrated success designing cross-platform applications for field-based and/or sales-focused user populations
- Hands-on experience creating wireframes, prototypes, and high-fidelity mockups that optimize for out-of-box platform optimization
- Demonstrated experience working in agile delivery environments, collaborating with cross-functional teams to drive rapid iteration and continuous improvement.
- Proven ability to own and implement design standards within delivery teams, ensuring consistency, quality, and alignment with organizational best practices across all CRM design initiatives
- Proven ability to conduct field-based usability testing and user research
- Proven ability to design for multiple constraints (platform, screen size, connectivity, battery life) without sacrificing functionality
- Strong knowledge of accessibility standards
- Experience with Salesforce or similar CRM platforms and mobile capabilities
- Proven ability to partner with product, engineering, and QA teams to ensure design feasibility and quality implementation
- Knowledge of pharmaceutical workflows and field dynamics is highly desirable

Novartis Compensation Summary:

The salary for this position is expected to range between \$185,500 and \$344,500 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.

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 \(PDF 30 MB\)](#)

EEO Statement:

The Novartis Group of Companies are Equal Opportunity Employers. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, sex, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status.

Accessibility & Reasonable Accommodations

The Novartis Group of Companies are committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the application process, or to perform the essential functions of a position, please send an e-mail to us.reasonableaccommodations@novartis.com or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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US
Business Unit
General Management
Место
США
Состояние
New Jersey
Сайт
East Hanover
Company / Legal Entity
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation
Functional Area
Маркетинг
Job Type
Full time
Employment Type
Regular
Shift Work
No

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