

Job Description

1 Position in the Organization	
Job Title:	Senior Director, Commercial Operations
Department:	Commercial Excellence & Operations
Location:	King of Prussia, PA

2 Description
<p>The Senior Director, Commercial Operations is responsible for five key departmental functional areas including: data procurement and management to support sales and product analysis; customer relationship management to support field call reporting; samples and aggregate spend tracking along with reporting; and sales performance and incentive compensation. This role is an integral part of the operations department which supports multiple areas including marketing, sales and product commercialization efforts.</p> <p>This role is responsible for the management of existing and implementation of new processes to manage the data needs and measurement reporting for the organization. The leader will coordinate multiple vendors to support many product pre & post launch activities. Utilizing industry best practices, the ideal candidate will establish and maintain a best-in-class CRM system to support a customer-centric model to support the sales organization and Key Account Managers for the entire anti-infective business. Partnering with the IT organization this leader will be responsible for the successful project development and roll-out throughout the CRM and reporting tools to the Commercial Organization.</p> <p>This role reports into the Vice President, Commercial Excellence and has direct interactions with the Management Team, Marketing organization, Business Development and Manufacturing.</p>

3 Duties and Responsibilities
<p><u>Customer Data Warehouse</u></p> <ul style="list-style-type: none"> • Internal & external Commercial data management. • Coordinates commercial activities with Tech ops, Finance, 3PL suppliers and manufacturing. • Market Access data management and is the Commercial lead for NabriVA's MDM solution. <p><u>Customer Relationship Management (CRM)</u></p> <ul style="list-style-type: none"> • Lead and support the development and production systems for field reporting and dashboards. <p><u>Samples Management, Sunshine and Aggregate Spend reporting</u></p> <ul style="list-style-type: none"> • Lead and coordinate all aspects related to field reporting and ensure accurate data is provided for compliance. <p><u>Sales and Incentive Compensation Plan</u></p> <ul style="list-style-type: none"> • Partners with Human Resources, Senior Sales leadership, and Finance to develop KPIs and criteria for sales incentive compensation. <p><u>Reporting Platform</u></p> <ul style="list-style-type: none"> • Field Level reporting such as Commercial Analytics, field activity tracking, and product performance monitoring.

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- HQ Level reporting to inform executive leadership, Investor Relations and Finance.
- Commercial KPI launch measurement including performance dash boards and related KPIs.
- Market Access vendor coordination to support payor and formulary aggregated data.
- Marketing product launch KPIs.

4 Qualifications and Skills

- Bachelor of Science degree in Business or Sciences required. Advanced degree, such as MBA preferred.
- Minimum 10 years of related experience supporting pre- and post-new product launch, sales operations design, and implementation in a pharmaceutical environment.
- Demonstrated ability to bring customer insights and product learnings to the commercialization organization to help inform, shape and or redirect product development efforts.
- Demonstrated ability working with external vendors and internal stakeholders to coordinate monthly data needs of the organization.

5 Competencies

- Strong leadership skills, with demonstrated capabilities to be agile and nimble in a start-up organization.
- Strong teambuilding skills and ability to effectively influence others.
- Strong communication skills across all levels of the organization, with focus on executive communication including Nabriya leadership team.
- Strong operations background including product commercialization efforts and third-part data.
- Strong data and systems skills utilizing third party data and external reporting vendors.
- Strong compliance orientation within a Pharmaceutical environment and attention to detail.
- Demonstrated strong interpersonal skills, a flexible, collaborative and team-oriented approach to problem solving, and an ability to work in a fast-paced, rapidly changing environment.
- **Customer-centric mindset.** Ability to address issues, communicate, and develop programs with a customer focus based on a foundation of ethics, integrity, and quality.
- **Results-driven individual** with strong levels of perseverance, resilience, and resourcefulness; works toward both individual and team goals. Demonstrates personal initiative and the ability to be involved at various levels and willingness to “roll up sleeves” to drive results and outcomes. Ability to adapt quickly and act with urgency, welcoming change, with minimal direction.
- **Continuous learner** showing a desire to solve complex business problems and provides innovative, value added solutions.
- **Superior organizational/project management skills.** Demonstrated ability to manage multiple assignments/projects, timelines, and to identify project interdependencies, resource needs, potential risks/pitfalls and mitigation plans. Recognized as an integrator and solution provider.
- **Highly collaborative workstyle;** with an ability to see the “big picture’ and influence others across businesses, functions, geographies and levels, motivated by collective success.

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- **Communicate with clarity;** be clear, concise and actionable. Seeks and provides meaningful feedback. Trusted advisor.