



## Job Description

<b>Position:</b>	<b>Sr. Director – Commercial and Sales Operations</b>		
		<b>Department:</b>	Commercial Excellence & Operations

### *Basic Job Description:*

The Sr. Director of Commercial and Sales Operations is responsible for five departmental functional areas: 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.

This role is responsible for the 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 a best-in-class CRM system to support a customer-centric model to support the sales organization, MSL team 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.

This role reports into the Vice President of Commercial Excellence & operations and has direct interactions with the Management Team, marketing organization, Business Development and Manufacturing.

### *Duties and Responsibilities:*

#### **Customer Data Warehouse**

- Internal & external Commercial data management
- Coordinates commercial activities with Tech ops, Finance, 3PL suppliers and manufacturing
- Market Access data management and is the lead for Nabriva's MDM solution

#### **Customer Relationship Management (CRM)**

- Lead and support the development and production systems for field reporting and dashboards

#### **Samples Management, Sunshine and Aggerate Spend reporting**



- Lead and coordinate all aspects related to field reporting and ensure accurate data is provide for compliance

#### **Sales and Incentive Compensation Plan**

- Works closely with HR, Senior Sales leadership and Finance to develop KPIs and criteria for sales incentive compensation

#### **Reporting Platform**

- Field Level reporting such as Commercial Analytics, field activity tracking and product performance monitoring
- 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

#### *Qualifications:*

- Bachelor of Science degree in Business or Sciences
- Minimum 12 years of related experiences 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

#### *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.
- Demonstrated ability to lead/direct and develop teams
- Strong communication skills across all levels of the organization, with focus on executive communication including Nabriva leadership team.
- Strong operations background including product commercialization efforts
- 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.