

## Sales Operations Manager

Job ID  
REQ-10049893

4月 23, 2025

Canada

### 摘要

Location: Montreal, #LI-Hybrid

Novartis is unable to offer relocation support for this role; please only apply if this location is accessible for you.

About the role:

We are seeking a strategic and results-driven Sales Operations Manager to join our Commercial Excellence team. This role is responsible for supporting Novartis Therapeutic Area (TA) Heads to drive excellence in execution, amplifying the impact of our commercial team, and ultimately accelerate the adoption of Novartis medications to help improve and extend the lives of Canadian patients. The Sales Operations Manager will collaborate with cross-functional teams to enhance sales performance and efficiency.

This role sits within the Sales Operations Team and reports to the Sales Operations Lead.

Permanent position

## About the Role

### Key Responsibilities:

- **Goal Setting:** Lead the goal setting process, working collaboratively to ensure timely and effective delivery and communication, every cycle
- **Incentive Planning and Payout:** Build and evolve incentive plans that drive behavior change in field and reward top performers. Complete and oversee payout process.
- **Targeting and Segmentation:** Lead the HCP targeting process, working with stakeholders to ensure accuracy and facilitate call planning. Support TAs in implementing HCP segmentation
- **Field force sizing and alignment:** Oversee territory design, field force sizing and alignment
- **Insight Generation:** Generate and communicate strategic insights related to sales operations, and recommendations to TA leadership to enhance commercial effectiveness
- **Benchmarking:** Benchmark local field engagement performance vs. top 11 countries and generate ongoing improvement initiatives
- **Simplification and Automation:** Simplify sales operations processes for greater automation, quality assurance and triangulation
- **Data quality and accuracy:** Performs regular verifications to ensure data quality and accuracy

### Essential Requirements:

- 3+ years in Canadian pharmaceutical industry, preferably in salesforce effectiveness or analytics
- Strong business acumen, critical thinking, prioritization, communication and problem-solving skills
- Proficiency with PowerBI, Salesforce, Veeva, Excel, and understanding of IQVIA datasets (e.g. TSA, Xponent, GPM, Compuscript)
- Experience working cross-functionally, including vendor management
- University ungraduated degree or higher

### Desirable Requirements:

- Proficiency in tools / languages like Dataiku, Python, and SQL
- Bilingual (French/English)

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>

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<https://talentnetwork.novartis.com/network>

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>

部门

International

Business Unit

Innovative Medicines

地点

Canada

站点

Montreal

Company / Legal Entity

CA04 (FCRS = CA004) NOVARTIS PHARMA CANADA INC.

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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