

Institutional Contracts, Chargebacks and Rebates Manager

Job ID
REQ-10084765

7月 31, 2026

USA

Available in: English

摘要

#LI-Hybrid

Location: East Hanover, New Jersey

Novartis is unable to offer relocation support: please only apply if accessible.

About the Role

At Novartis, we are reimagining medicine to improve and extend people's lives. As the Institutional Contracts, Chargebacks and Rebates Operations Manager, you will lead critical chargeback activities that support Market Access strategies and customer engagement across the U.S. business. This role

combines operational leadership, business partnership, advanced analytics, and AI-enabled process transformation to optimize contract performance, strengthen compliance, enhance trading partner relationships, and reduce financial risk. You will play a key role in driving operational excellence while developing a high-performing team capable of leveraging data, automation, and emerging technologies to deliver impactful business outcomes.

About the Role

- Serve as the subject matter expert for chargeback adjudication, customer eligibility, EDI submissions, contract operationalization, and distribution models
- Lead cross-functional collaboration with Market Access, Government Pricing, Trade Operations, Accounts Receivable, wholesalers, and other stakeholders to resolve complex chargeback and rebate issues
- Drive adoption of AI-enabled tools, advanced analytics, automation, and exception-based reporting to improve operational efficiency and decision support
- Lead, coach, and develop team members while building capabilities in analytics, compliance, digital tools, and operational excellence
- Ensure timely and accurate processing of chargebacks, rebates, and contract-related activities while maintaining high levels of customer and trading partner satisfaction
- Maintain compliance with SOX requirements, audit standards, Novartis policies, and chargeback/EDI processes
- Identify and implement continuous improvement initiatives that enhance data quality, controls, reporting accuracy, and business value

Essential Requirements:

- Bachelor's degree in Finance, Accounting, Business Administration, or a related discipline
- Minimum 3 years of experience within pharmaceutical, biotechnology, healthcare, revenue management, contract operations, chargebacks, rebates, or commercial operations
- Strong understanding of chargeback adjudication, rebate processing, customer eligibility, contract administration, and wholesaler operations is a must
- Experience leading process improvements, cross-functional initiatives, system enhancements, or business transformation efforts
- Strong analytical, communication, stakeholder management, and project management skills with the ability to influence across organizations

Desirable Requirements

- MBA or advanced business degree
- Experience with Model N, Revitas, SAP S/4HANA, EDI processes, AI-enabled productivity tools, advanced analytics platforms, and healthcare contract management systems

Benefits & Rewards

The salary for this position is expected to range between 103,600 - 177,600 USD Annual 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.

To learn more about the culture, rewards and benefits we offer our people click [here](#).

Commitment to Diversity and Inclusion / EEO paragraph

Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

The Novartis Group of Companies are Equal Opportunity Employers and take pride in maintaining a diverse environment. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, gender, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status. We are committed to building diverse teams, representative of the patients and communities we serve, and we strive to create an inclusive workplace that cultivates bold innovation through collaboration and empowers our people to unleash their full potential.

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.

部门
Finance

Business Unit
Finance

地点
USA

状态
New Jersey

站点
East Hanover

Company / Legal Entity
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area
Audit & Finance

Job Type
Full time

Employment Type
Regular

Shift Work
No

```
var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId:
"kalturaplayer6a73112fdc062150694500", provider: { widgetId: "10m7rm1pm", partnerId:
"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop:
false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options:
{}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu:
false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets:
['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
kPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(kPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", // Default:
bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default:
alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled:
false, printDisabled: false, disable: true }; } if (kPlayer.plugins["preventSeek"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation =
{ position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if
(kPlayer.plugins["hotspots"]) { config.plugins["playkit-js-hotspots"] = { disable: true }; } if
(kPlayer.plugins["moderation"]) { config.plugins["playkit-js-moderation"] = { disable: true }; } if
(kPlayer.plugins["info"]) { config.plugins["playkit-js-info"] = { disable: true }; } if
(kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if
(kPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {};
config.plugins.googleTagManager.customEventsTracking = {};
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } }; }
```

// Ensure the global player registry array always exists, regardless of embed type.

```
window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise =  
_thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // _thumbnailEmbed() returns a  
Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to  
capture the player directly. thumbEmbedPromise .then(function(player) {  
window.kalturaPlayerVideos.push(player); // Notify kaltura_dataLayer.js that a new player is ready so  
it can // attach custom event listeners immediately, regardless of when // the user clicked the  
thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', {  
detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) {  
console.error(e.message) }
```

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