

Sr. Planning Manager - Access Solutions R&A Quality & Compliance

Job ID: 00409487

Job Function

Sales & Marketing

Schedule

Full-time

Location

United States-California
South San Francisco

Job type

Regular Employee

Company/Division

Pharmaceutical

Job Level

Manager with Direct Reports

Who We Are

At the Roche Group, about 80,000 people across 150 countries are pushing back the frontiers of healthcare. Working together, we've become one of the world's leading research-focused healthcare groups. A member of the Roche Group, Genentech has been at the forefront of the biotechnology industry for more than 30 years, using human genetic information to develop novel medicines for serious and life-threatening diseases. The headquarters for Roche pharmaceutical operations in the United States, Genentech has multiple therapies on the market for cancer and other serious illnesses. Please take this opportunity to learn about Genentech, where we believe that our employees are our most important asset and are dedicated to remaining a great place to work.

The Position

Sr. Planning Manager, Access Solutions Responsibility & Accounting Quality and Compliance

The candidate will need to live within the South San Francisco, California area. Relocation assistance will not be provided.

The Quality and Compliance Manager has an advanced knowledge base regarding Healthcare Compliance and Privacy, or Operational Quality. This position is responsible for leading and maintaining all aspects of quality and general compliance within the Access Solutions Organization, keeping abreast of all healthcare and compliance ethics, operational quality measures and the management of external business partners. Additional key responsibilities of this role are: compliance risk management, cross-functional and multilevel partnership, represents the Access Solutions Organization on compliance related matters.

- Extensive knowledge of organizational leadership and quality models, theories, tools methodologies and processes.
- Deploy change agent strategies in support of organization-wide continuous improvement efforts. Develop teams and participate on them in various roles

- Develop and maintain organizational focus on the importance of quality and performance excellence. Create quality policies and procedures in support of the strategic plan, and integrate those policies and processes into the tactics developed to support the strategic plan.
- Demonstrate management abilities in human resources, financial, risk, and knowledge management applications. Use effective communication methods in various situations to support continuous improvement efforts. Select and use appropriate tools and methodologies to plan, implement, and evaluate projects. Develop, deploy, and evaluate quality plans that can be used throughout the organization. Evaluate and recommend appropriate quality models or systems to implement in various situations.
- Integrate quality and compliance risk/context and business knowledge to address complex problems; provide communications to business partners. Keep current in the area of healthcare compliance and ethics.
- Manage, identify and address quality and compliance issues.
- Provide verbal and written communication to internal and external partners regarding clear and concise quality and compliance guidance and context.
- Deliver well organized presentations to leadership the leadership/ senior leadership teams
- Manage outside consultants, vendors, etc., effectively for specific projects with moderate corporate impact within assigned budget guidelines
- Develop resolutions to complex compliance problems, impacted goals, and objectives of business partner groups.
- Act as the subject matter expert for quality/compliance issues/questions. Represent Access on project teams, multi-disciplinary groups and peers for projects or contracts.
- Interact with business partners on quality and compliance matters of medium to high risks.
- Represent the company as a primary compliance contact on concerns related to Access Solutions.

Who You Are

- Bachelors Degree (in a science related field)
- Masters Degree in business or health sciences
- Minimum of 7–10 years experience in the pharma/biotech industry or in an equivalent setting or relevant and related experience.
- Minimum 3-5 years experience in Auditing, Compliance and/or Operational Quality Excellence in a call center environment
- Minimum 2-3 years management experience
- Must be a strategic thinker who keeps abreast of new developments in compliance and continuously improves proficiency
- Must understand and abide by scope of decision-making authority.
- Must be able to provide holistic judgment decisions representing underlying critical issues
- Demonstrate a keen understanding of the life sciences industry trends related to legal, regulatory and compliance
- Demonstrate ability to collaborate and negotiate business solutions in a complex and fast paced matrix environment.
- Excellent written and oral communication skills, with a proven ability to communicate effectively with senior-level executives.
- Strong meeting management and group process facilitation skills, with ability to structure small and large-group meetings to achieve pre-defined objectives.
- Strong customer service orientation.
- High degree of customer-focused sensitivity toward internal and external customers

and business partners.

- Ability to work independently and as part of a team.
- Demonstrate ability to develop technical and conceptual training material for both large and small audiences in a variety of delivery methods.
- Approaches work with energy and a positive, constructive attitude
- Lead by example
- High competency in the following areas: priority setting, multi-tasking, planning, process and project oriented, oral and verbal communication, strategic ability, organizational agility, effective decision making, results oriented, team participation, time management, ability to work under pressure and with tight deadlines.\
- Six-sigma, Health Care Compliance or ISO-9000 certifications preferred

Genentech is an Equal Opportunity Employer.