

## Data Management – Field Operations Manager

Job ID: 00413946

**Job Function**

Sales Operations

**Schedule**

Full-time

**Location**

United States-California  
South San Francisco

**Job type**

Regular Employee

**Company/Division**

Pharmaceutical

**Job Level**

Experienced

### 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

Data Management - Field Operations Manager

Data Management – Field Operations Manager is a subject matter expert and lead contact for FOIM's IMS sales data support process. The Data Management – Field Operations function is responsible for the processing of quality, accurate and timely sales information used by Genentech Commercial Operations. This is a critical role responsible for working with IMS to ensure accurate and timely data is being delivered to Genentech. Key responsibilities include ensuring product/market definitions, communicating the impact of market events, and data issues to FOIM teams. This role is also responsible for determining and monitoring the Genentech data supplementation process and coordination with IMS to ensure the process runs smoothly. The position requires working closely with internal and cross-departmental teams to ensure sales and customer data meets quality standards for field incentive compensation, reporting and analytics. Timely and clear communications to internal stakeholders is critical. Proactive communication with the broader organization around data or market events resulting in data anomalies is required. A successful candidate will possess advanced business knowledge in pharmaceuticals/biotech and the impact of sales data to quickly understand and identify issues to with focus process improvement. The Data Management – Field Operations Manager will be responsible for operations and projects; that are impacted by IMS data and includes file configurations, definitions, products, recruitment of suppliers, and market and data events that impact data coverage or granularity of the data. Responsibilities would also include coordination deliverables with other teams, attending to ad hoc data requests, and leading and/or participating in special

data projects impacting FOIM Data Management – Field Operations. Like other Data Management teams, Field Operations works closely with a host of internal partners, including Genentech's Commercial Operations Informatics (gCOI), as well as external data or IT vendors/consultants. Incumbents in the Data Management – Field Operations Manager role, as all other employees, are fully accountable for compliance with all laws, regulations and policies that govern the conduct of GNE activities.

## 1. Compliance, Knowledge & Skills

- Follows all laws, regulations and policies that govern the conduct of all activities. Is accountable for being fully knowledgeable of all relevant policies and for abiding by these
- Does not compromise ethics or integrity, or undertake legal risks while pursuing business goals
- Asks questions when in doubt
- Demonstrates leadership among peers and subordinates by consistent application and modeling of the appropriate compliance, behavior and conduct
- If applicable, is required to obtain and maintain full proficiency and knowledge of disease state, product and other aspects or issues as provided for and mandated by the company

## 2. Planning & Development

- Act as a subject matter expert and a lead contact for FOIM Data Management – Field Operations IMS data sources and Genentech supplemented files production processes and projects
- Stays abreast of Commercial Operations and other business developments, to include external marketplace changes/developments, and uses where appropriate data to support recommendations to improve processes
- Recommends new opportunities to his/her manager and other business partners/stakeholders. Where approved, leads the development/implementation process for such new opportunities
- Works with manager, team members, gCOI, others in FOIM, other internal customers, partners and stakeholders and external vendors to review business requirements for Commercial Operations validation and sales data and plan for any new or updated data sources, systems, databases, interface, processing methods and/or reporting mechanisms
- Works with manager, team members and others to develop appropriate departmental plans and goals to address customer requirements. Where applicable, develops detailed project plans and participates in evaluating necessary resources
- Participates in other planning and development meetings within FOIM and other Commercial Operations groups
- Participates in departmental policies & procedures development, which may include development and documentation of Standard Operating Procedures (SOPs) or other relevant guidelines. May take the lead role in departmental policies & procedures development, as assigned
- As appropriate and assigned, independently leads departmental or customer projects

## Who You Are

- Bachelors Degree

- MBA or other related graduate-level degree is a plus
- Average of 5 or more years experience in Pharma / Biotech industry
- 3 or more years' previous experience in specific Pharma / Biotech data management or business analysis
- Must demonstrate knowledge of business information systems, databases and business analytics relevant to the pharmaceutical/biotechnology industries
- Must demonstrate outstanding knowledge of database concepts, as well as strong knowledge of the overall software development lifecycle
- Previous experience in other functions within the pharmaceutical, biotechnology or related industry is strongly preferred, e.g., commercial operations
- Proven track record for consistently meeting or exceeding qualitative, as well as any relevant quantitative, targets and goals

Business travel, by air or car, is required for regular internal and external business meetings

Genentech is an Equal Opportunity Employer.