



Position Title: Director, Sales Training and Development

Department: Commercial

Reports To (title): Sr. Director, Decision Support

Location: King of Prussia, PA

Date:

Exempt Non-Exempt

Summary of Position:

The Director, Sales Training and Development is accountable for the development, implementation, and active management of training strategies, plans, and processes to support the sales organization. The Director is responsible for coordination of all training programs involving customer-facing roles within the Sales and Managed Markets organizations. This includes development of new hire and advanced training curriculum as well as delivery and presentation of the information to sales representatives, sales leadership and the Market Access organization through various personal platforms including live and remote training sessions. The Director will collaborate with various internal and external business partners to establish learning and development processes that include comprehensive and continual assessment of stakeholder needs (learning tools and resources/program/technology/metrics).

Position Responsibilities:

- Develop and maintain a highly relevant, goal-oriented strategic training plan
- Effectively collaborate with executive and senior stakeholders to ensure full alignment.
- Identify, lead the design of, and deliver sales training that improves the competency level of the organization
- Establish formal training and certification requirements for Sales Training
- Institute a training continuum for all customer-facing roles, measure its effectiveness, and ensure its continuous improvement
- Continuously seek and support new approaches, practices and processes to improve the efficiency of training services offered
- Adhere to adult learning principles and sound training design
- Establish processes that enable timely and actionable feedback of trainees
- Work with key internal departments (Marketing, Sales, Legal, Medical, Regulatory, and Compliance) to ensure all training materials are reviewed and approved prior to field dissemination
- Work with/manage vendors for the development and enhancement of training curriculum; manage budgets associated with those vendors
- Design of yearly training schedules for new hires and tenured sales consultants

Candidate Requirements:

- BS/BA degree required
- Minimum 5 years in pharmaceutical sales training and development (i.e. curriculum design, development, sales training delivery)
- Pharmaceutical field sales experience required with field sales management experience preferred
- Experience selling in hospitals or institutions required
- Antibiotic sales experience preferred

- Strong knowledge and experience of the end-to-end learning process, i.e., learning needs assessment, program design and delivery, learning evaluation and assessment
- Proven ability to interpret customer needs and translate these into a coherent program of work
- Track record of project management skills and expertise across medium to large-scale projects
- Experience leading “development” initiatives, i.e., training, coaching, learning initiatives
- Ability to work successfully in a fast-paced environment with the need to manage constant change; ability to deal with ambiguity – ready to change gears and plans quickly
- Ability to build relationships quickly and credibly
- Valid driver’s license is required

Additional Information:

- Technology: Microsoft office, Knowledge of VEEVA CRM technology preferred
- Travel requirements: 20%, as needed