

Job Description

Job Title: Senior Manager/Associate Director, Commercial Operations	Reports To: VP Commercial Analytics and Operations	Date Created: July 8, 2024
Department: Commercial	Job Type: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor	

Soleno Therapeutics, Inc., based in Redwood City, California, is a clinical-stage biopharmaceutical company developing novel therapeutics for the treatment of rare diseases, including Prader-Willi syndrome (PWS). At Soleno, we are driven by the unique and multi-faceted needs of the PWS community. Like these individuals, resilience is part of who we are – it is in our chromosomes – and our team is made up of exceptional colleagues whose collective efforts are woven together to deliver meaningful outcomes, both professionally and for those living with PWS.

We value collaboration, integrity, and respect. These characteristics have allowed us to forge strong, authentic bonds with the caregivers, patients, health care professionals (HCPs) and community members we serve. We are proud to work alongside them every step of the way. Like those living with PWS and their families, we are not deterred by challenges or bumps in the road. In fact, we embrace them and learn from them to defy odds when necessary. We apply this determination and scientific rigor to our all aspects of our business.

Our employees are our most important asset, and we are looking to expand across many functions during this important and pivotal time. We encourage you to join us in making history. **We all share the most important goal of bringing solutions to the PWS community. They are waiting.**

SUMMARY OF JOB (brief description): The **Senior Manager/Associate Director, Commercial Operations** role at Soleno requires a passionate, analytical, and collaborative individual focused on building and overseeing the programs and initiatives that support patient access for our product(s). This role will provide both strategic and tactical oversight in the development, implementation, and management of commercial operations in alignment with market needs and the patients we serve. This role will build highly collaborative working relationships with the broader Commercial Analytics and Operations team and other Cross-functional stakeholders across commercial, medical, and operations. Externally, the Lead will work with various data, analytics and operations partners to successfully lead the operations plan execution. This role reports directly to the VP, Commercial Analytics and Operations.

RESPONSIBILITIES:

- Lead the development and implementation of our Commercial Operations capability to support Sales Operations, Marketing Operations, and Data Operations, ensuring strong alignment to the needs of supported functions
- Champion the Promotional Material medical, legal, regulatory (MLR) review process and support OPDP submissions
- Lead the Sales Operations support for the mileage reimbursement system, training platform, Veeva CRM and data change requests (DCRs)
- Enable and develop Operations Support framework for ease of maintenance & increase sustainability, including SOPs, Data Dictionaries & Process Blueprints
- Lead all Commercial Operations vendor relationships that provide services and programs on behalf of Soleno
- Develop clear and measurable KPIs that align to company goals
- Ensure internal and external policy compliance as it relates to Commercial operations, programs, and materials
- Provide insights and metrics on Operations performance trends
- Identify strategic initiatives through active monitoring of industry trends to ensure commercial operations initiatives anticipate Sales Ops, Marketing Ops and Data Ops needs and deliver best-in-class solutions
- Consistently execute multiple projects in an on time and on budget manner
- Other duties as assigned

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QUALIFICATIONS:

- Undergraduate Degree and 7-9+ years of increasing experience in Biotech or Pharmaceutical industry with focus in Patient Services programs for rare/orphan and specialty products
- Demonstrated record of success in leading and building commercial operations capabilities
- Product launch and pre-approval commercialization experience preferred
- Ability to thrive in a start-up environment and prepared to assume roles and responsibilities outside of traditional job functions
- Expertise in Veeva CRM, PromoMats, Allego, Motus, DCR and MLR process
- Exceptional planning, priority setting, negotiation, project management, and relationship-building skills
- Strong customer orientation: a passion for patients and caregiver community
- Thrive on collaboration and ability to influence in a matrix environment
- Friendly, perseverant, flexible, collaborative and confident
- Strong results orientation and a sense of urgency to get things done
- Ability to work successfully in a dynamic, fast paced, team-oriented environment
- Travel – less than 20%
- Ability to work onsite 2-3 days per week

Salary Range: \$160K - \$220K (Actual salary at the time of hire may vary and may be above or below the range based on various factors, including, but not limited to, the candidate's relevant qualifications, skills, and experience, as well as the location where this position may be filled.)

Please submit resumes to Soleno Therapeutics, Inc. at hr@solenolife.com.