

Job Description

Job Title: VP, Customer Experience	Reports To CCO	Date Created: July 19, 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.

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 VP, Customer Experience at Soleno will serve as the leader of customer engagement strategies, responsible for planning, organizing and executing sales activities and will provide executive leadership and strategic direction to our US field team. This person will be responsible for leading the Rare Disease Sales team, Clinical Nurse Educators (CNEs), training, and the PWS Stakeholder Liaisons (PSLs). This leader will be responsible for advancing disease state and brand objectives, ensuring successful launches, and driving performance. This includes developing, leading, and executing pull through strategies, plans and sales force effective initiatives.

The VP, Customer Experience will be a key member of the US Commercial Leadership Team and will be responsible for ensuring strong matrix collaboration across Marketing, Medical and Market Access. This role reports to the CCO with significant travel required.

RESPONSIBILITIES:

- Develop and implement comprehensive sales strategies to achieve revenue targets and market share objectives.
- Identify and prioritize key market opportunities and develop tactical plans to capitalize on them.
- Collaborate with cross-functional teams, including Marketing, Medical Affairs, and Market Access, to ensure alignment and synergy in go-to-market strategies.
- Build, lead, and mentor a high-performing sales team, fostering a culture of excellence, accountability, and continuous improvement; Establish clear performance goals, provide regular feedback, and implement development plans to enhance team capabilities.
- Foster an inclusive, high-performance culture, by empowering and energizing a diverse workforce.
- Cultivate and maintain strong relationships with key stakeholders, including healthcare professionals, patient advocacy groups, and industry partners.

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- Develop and execute strategies to enhance customer engagement and satisfaction, ensuring a patient-centric approach in all interactions.
- Interprets and integrates complex data to develop communication strategies to drive performance and productivity across the nation.
- Represent the company at industry conferences, events, and meetings to build brand awareness and strengthen relationships within the rare disease community.
- Monitor sales performance, analyze data, and provide regular reports to senior management on sales progress, challenges, and opportunities.
- Ensure compliance with all relevant regulatory and compliance requirements in the execution of sales activities.
- Sets the vision, strategy, and near and long-term business plans with the aim to maximize performance of the US Rare Disease/Prader Willi portfolio.
- Inspires, engages, and manages the Sales force including ABDs, Rare Disease Sales Team, CNEs and PSLs.
- Identifies and secures resources. Facilitates alignment with matrix team members to successfully & actively lead overall business & account planning, ensuring deep understanding of customer and competitor insights, engagement of all key stakeholders, and access dynamics.
- Proactively develops, reviews, and modifies the national business plan.
- Champions the development of talent at all levels to meet their individual career goals and the goals of the organization.

QUALIFICATIONS:

- 20+ years of experience in the pharmaceutical/biopharmaceutical industry is required.
- BA/BS degree and/or advanced degree (MBA) preferred.
- Prior launch experience in rare disease therapeutic area.
- Deep leadership expertise in sales, brand management, sales training, marketing, and or/access with the ability to build and foster high-performing and resilient teams.
- Demonstrated ability to lead and contribute to the overall strategic planning and execution of key deliverables.
- Proven track record of successfully launching and commercializing biotech products, with a strong understanding of the unique challenges and opportunities in the rare disease market.
- Strong strategic thinking and analytical skills, with a results-oriented mindset.
- Excellent communication, negotiation, and interpersonal skills.
- Proven track record of effectively and efficiently driving performance within a matrix organization.
- Excellent leadership, communication, and interpersonal skills; demonstrated ability to synthesize and communicate high-level insights effectively to senior management and external partners.
- High ethical standards and integrity.

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- Prior experience in a small, rapidly growing biotechnology company.
- Ability to travel as needed to meet business objectives.

Salary Range: \$315K - \$350K (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.