

Customer Engagement Specialist

Job ID
386304BR

4月 18, 2024

Lithuania

摘要

-Promote Novartis / Sandoz portfolio and services to customers by providing information and education that enables optimized patient outcomes

About the Role

Major accountabilities:

- Promotes Novartis portfolio and services by providing the latest, relevant and authorized data, key messages and disease information to the right customer at the right time, to support HCP decision making and optimize patient outcomes in an ethical way.
- Leverages all available data sources to create, dynamically prioritize and adapt relevant territory and customer engagement plans.
- Maintains a deep and current knowledge of industry, TA, competitor and buyer dynamics and focuses effort on priority customer opportunities.

- Leverages advanced customer engagement skills to deliver high quality customer interactions and maximizing customer experience for the benefit of patients.
- Behave ethically, comply with regulatory requirements and adhere to Novartis values and behaviours -Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt -Distribution of marketing samples (where applicable)

Key performance indicators:

- Determined within the business unit / country

Minimum Requirements:

Work Experience:

- Sales in Healthcare / Pharma / related business.
- Established Network to target Customer Group desirable.

Skills:

- NA.

Languages :

- English.

Why Novartis: Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

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部门
International

Business Unit
Innovative Medicines

地点
Lithuania

站点
Lithuania

Company / Legal Entity
LTP2 (FCRS = LV001) SIA Baltics, Lithuanian

Functional Area
Sales

Job Type
Full time

Employment Type
Regular (Sales)

Shift Work
No

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