

Medical Information Manager

Job ID
REQ-10035282

1月 02, 2025

China

摘要

Providing timely, high quality medical and scientific information of Novartis re-lated disease area to optimizing internal and external customer communica-tions.Compliance with applicable policies, procedures and other regulations.

About the Role

Major Accountabilities

Medical Information support

- Create and deliver timely responses to unsolicited medical information inquiries/requests from HCPs in a multi-media environment and record information according to Novartis and regulatory guidelines.

- Update LRD/FAQ by product in time.
- Do data reconciliation of medical inquiries with Patient Safety department and Product Quality department separately every month, ensure no violation on AE and PC reporting according to Novartis SOP&WP.
- Support medical information booths for academic conference in assigned disease area.

Medical Review

- Conduct medical review of promotional/non-promotion materials for assigned disease areas.
- Cross-function communication to support materials review.

Customer Insight

- Provide customer insight analysis to Medical, Marketing, Sales for business opportunity.
- Collaborate with product team to provide MI update to Internal & external customer.
- Support mature product lifecycle and new product launch.
- Provide medical support to country team.
- Involve in other channels of communicating with customers such as website and conference where appropriate

Hotline

- Handling external enquiries according to related Policy and SOP.
- Support development and execution of customer service system for high stability, convenience, efficacy, and data safety.
- Operate and maintain Novartis Hotline system.
- Related SOP drafting and quality control of Novartis Hotline system.
- Communicate effectively within relevant stakeholders (internal & external) to ensure achievement of Customer Service objectives and share insights with corresponding internal stakeholders in time.
- Provide training and quality check to third party vendors involved hotline.
- Do data reconciliation of medical inquiries with Patient Safety department and Product Quality department separately every month, ensure no violation on AE and PC reporting according to Novartis SOP&WP.

Education:

Bachelor and above degree in Medical Science, Pharmacology or Biologic Science.

Languages:

Good verbal and written English skills.

Experience:

- Clinical experience or equal industry experience and Customer Service Center/ Hotline of Pharmaceuticals
- Excellent oral and written communication skills and interpersonal skills.
- Understanding of the information needs for various customer segments.
- Medical writing experience is preferred.
- Pharmaceutical industry experience is preferred.

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

部门

International

Business Unit

Innovative Medicines

地点

China

站点

Shanghai (Shanghai)

Company / Legal Entity

CN06 (FCRS = CN006) Beijing Novartis Pharma Co., Ltd

Functional Area
Research & Development

Job Type
Full time

Employment Type
正式

Shift Work
No

[Apply to Job](#)

无障碍及便利设施

诺华承诺与残障人士共事并为他们提供合理的便利设施。如果您由于健康状况或残障在招聘过程的任何环节需要合理便利设施或者为了履行职位的基本职能请发送电子邮件至 diversityandincl.china@novartis.com 告知您的需求和联系方式,并在邮件中附上您的职位申请编号。



Job ID
REQ-10035282

Medical Information Manager

[Apply to Job](#)

Source URL:

<https://prod1.novartis.com.cn/careers/career-search/job/details/req-10035282-medical-information-manager-zh-cn>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. https://platform.moseeker.com/m/customize/page/novartis?job_number=REQ-10035282
5. <mailto:diversityandincl.china@novartis.com>
6. https://platform.moseeker.com/m/customize/page/novartis?job_number=REQ-10035282