

Field Execution Analyst

Job ID
REQ-10063033

12月 02, 2025

Argentina

摘要

At Novartis Argentina we have #PassionForTransformingLives. We lead with passion the evolution towards an equitable and sustainable healthcare system, empowering local talent, and refining the formula to support patients in transforming their lives. We do this by focusing on our People, fostering Mastery at work and embracing the Evolution of our model.

The Field Execution Analyst will act as the main point of contact for the field force (REPs, MSLs) addressing their requests and providing essential support on CRM platform use. Additionally, this role will ensure data entry integrity, executing strategic decisions to be made based on accurate data, and will support the business by fulfilling different data needs of field execution and respective KPIs.

About the Role

Major Accountabilities:

- Administrate and update the CRM platform, participating in the implementation of new functionalities.
 - Propose and implement data cleaning activities, ensuring the integrity of the database. Working close with Data Architecture team.
 - Generate and analyze CRM information reports and present data & insights to FLMs and brand teams.
 - Implement and follow up tracking KPIs that facilitate data-driven decision-making.
 - Resolve requests related to the use and management of the CRM. Manage field force request or platform issues, ensuring timely resolutions.
 - Administrate the logistics of free of charge products delivery process. Ensuring excellence in customer experience.
 - Collaborate with different areas to ensure the correct implementation and use of the CRM and participate in strategic projects in the Business Excellence & Execution area.
- Reporting technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt

Technical Skills and specifications:

- Completed or ongoing (advanced) university studies, preferably in engineering, economic sciences or related fields (mandatory).
- Knowledge of CRM platforms (Salesforce desirable)
- Knowledge of Microsoft Automate, MS Lists, Copilot and RPA tools (e.g., SharePoint, Power Automate) is desirable
- High proficiency in MS Office, Excel and PowerPoint (mandatory)
- Intermediate/Advanced oral and written English (mandatory).
- Data visualization tools (Desirable Power BI)

Other desired Competencies:

- Proactive person, resolute with critical thinking.
- Deadline-oriented with prioritization abilities.
- Effective team player with strong collaboration skills and the ability to work with different roles within the organization.
- Analytical profile with attention to detail and independent working skills.
- Ability to handle multiple tasks simultaneously

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>

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
Finance

地点
Argentina

站点
Ramallo (Argentina)

Company / Legal Entity
AR01 (FCRS = AR001) Novartis Argentina S.A.

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

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