

## Customer Engagement Partner (North)

Job ID  
REQ-10066043

1月 06, 2026

Taiwan

### 摘要

#LI-Hybrid

This role is based in Taipei, Taiwan. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

The Customer Engagement Partner (CEP) is a field-based role reporting directly to the Business Manager (Lead). The CEP is responsible for reinforcing in-depth understanding of the renal product by facilitating introductions to Medical Scientific Liaisons. The role involves identifying and engaging the ideal physicians to nominate the renal product for hospital listing, as well as mapping and maintaining relationships with key stakeholders involved in the process. In addition, the CEP collaborates closely with the Key Account Manager team to clarify hospital listing procedures and supports the Marketing team in preparing and submitting the required documentation.

### About the Role

## Key Responsibilities:

- Maintain outstanding knowledge of IgAN disease and its complication management using Novartis learning tools.
- Achieve agreed customer engagement targets through face-to-face meetings based on the approved customer list.
- Raise awareness of the health economic benefits of IgAN treatment, including reduction in complications and improved patient outcomes.
- Collaborate with relevant healthcare professionals (e.g., nephrologists, emergency response teams, nurses, clinical pharmacists) to support training and optimize treatment outcomes.
- Partner with medical personnel to deliver a coordinated approach that helps hospitals identify and implement improvements in patient care pathways.

## Work Requirements:

- 2-4 years of pharmaceutical sales experience, preferably in Medical Center (MC) and/or Regional Hospital (RH) accounts.
- Strong knowledge of the pharmaceutical industry and its evolving environment, with a proven track record of high achievement.
- Experience with hospital listing processes in Medical Center and Regional Hospital; self-pay experience is a plus.
- Excellent interpersonal communication and collaboration skills, both internally and externally.
- Ability to organize, prioritize, and work effectively, with a solid understanding of internal and external ethical guidelines.

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: Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

Business Unit  
Marketing

地点  
Taiwan

站点  
Taipei

Company / Legal Entity  
TW03 (FCRS = TW003) Novartis (Taiwan) Co. Ltd

Functional Area  
Sales

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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function adjustKalturaPlayer() { var deviceWidth = window.innerWidth || document.documentElement.clientWidth || document.body.clientWidth; var mediaElement = document.getElementById("kulturaplayer6980f46b88087953114294"); var mediaContainer = mediaElement.closest('.nc-kaltura-media'); var originalWidth = "1200px"; var originalHeight = "674px"; var originalWidthValue = parseFloat(originalWidth); var originalHeightValue = parseFloat(originalHeight); var mediaType = "video"; var isResponsive = false; // Get computed styles of the container element. var parentStyles = window.getComputedStyle(mediaContainer); var finalWidth = parseFloat(parentStyles.width); if (finalWidth < originalWidthValue) { var config = { targetId: "kulturaplayer6980f46b88087953114294", provider: { widgetId: "10m7rm1pm", partnerId: "2076321", uiConfd: "55802022" }, playback: { autoplay: false, autopause: false, allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: { download: { disable: true }, "playkit-js-transcript": { position: "right", // Default: bottom; ('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default: alongside; ('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable: true } }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback', 'Live'] }, area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get: 
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KalturaPlayer.ui.components.Remove } ] } }; config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; config.plugins.floating = { disable: true }; config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; config.plugins['playkit-js-hotspots'] = { disable: true }; config.plugins['playkit-js-moderation'] = { disable: true }; config.plugins['playkit-js-info'] = { disable: true }; config.plugins.share = { disable: true }; config.ui.uiComponents = []; config.plugins.googleTagManager = {};  
config.plugins.googleTagManager.customEventsTracking = {};  
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';  
config.plugins.googleTagManager.customEventsTracking.custom = [];  
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents: false, playlistEvents: false, castEvents: false } };
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try { var kalturaPlayer = KalturaPlayer.setup(config); // Add the player to the global array. if (typeof kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } // Load the Player for other media. kalturaPlayer.loadMedia({entryId: "1_dgfvmafo"}); setTimeout(() => {  
setupAutoPause(kalturaPlayerVideos); }, 500); function setupAutoPause(players) {  
players.forEach((currentPlayer) => { currentPlayer.addEventListener('play', () => {  
players.forEach((otherPlayer) => { if (otherPlayer !== currentPlayer && typeof otherPlayer.pause === 'function') { otherPlayer.pause(); } }); });}); } } catch (e) { console.error(e.message) }
```



**VIDEO**

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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