

# Immunology Customer Engagement and Communications Manager

Job ID  
REQ-10068239

12月 08, 2025

Egypt

## 摘要

Are you passionate about creating exceptional customer journeys and shaping how people experience a brand? As a Customer Experience Manager, you ' ll be at the heart of building meaningful connections between customers and the brand. This role goes beyond service—it ' s about designing and delivering experiences that inspire loyalty, trust, and advocacy. You ' ll collaborate with marketing and brand teams to ensure every touchpoint reflects the company ' s values and resonates with customers. From leveraging insights to optimize engagement strategies, to driving innovative campaigns that enhance satisfaction.

#LI-Onsite

## About the Role

Major accountabilities:

- Prepare content for Integrated Brand Teams and Launch Teams.
- Execute, monitor, and analyze tactical plans to drive brand growth.
- Lead development of promotional activities in compliance with SOPs and Code of Conduct.
- Manage brand budgets, forecasts, and expenses; evaluate marketing mix for cost-effectiveness.
- Identify market insights and opportunities through customer interactions; execute central and regional marketing activities.
- Monitor product performance and external environment, taking corrective actions to meet objectives.
- Collaborate with Marketing and Medical teams to maximize activities, including KOL engagement and patient segment needs.

#### Minimum Requirements

- Minimum 3 years of experience in Sales or Marketing leadership role.
- Immunology therapy area experience is a strong plus.
- Demonstrated leadership skills with the ability to influence and drive cross-functional collaboration.

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  
Marketing

地点  
Egypt

站点  
New Cairo

Company / Legal Entity  
EG02 (FCRS = EG002) Novartis Pharma S.A.E

Functional Area  
Marketing

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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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