

Customer Engagement Specialist

Job ID
386304BR
Apr 18, 2024
Lithuania

Summary

-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>

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>

Division
International
Business Unit
Innovative Medicines
Location
Lithuania
Site
Lithuania
Company / Legal Entity
LTP2 (FCRS = LV001) SIA Baltics, Lithuanian
Functional Area
Sales
Job Type
Full time
Employment Type
Regular (Sales)
Shift Work
No
[Apply to Job](#)

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

Job ID
386304BR

Customer Engagement Specialist

[Apply to Job](#)

Source URL: <https://prod1.adacap.com/careers/career-search/job/details/386304br-customer-engagement-specialist>

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://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Lithuania/Customer-Engagement-Specialist_386304BR
5. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Lithuania/Customer-Engagement-Specialist_386304BR