

# Customer Solution Manager

Job ID  
REQ-10019688  
Sep 20, 2024  
Brazil

## Summary

To be the point of contact for radioligand therapy in the states of Rio de Janeiro, Minas Gerais and Espírito Santo, contributing to our purpose of reimagining medicine to improve and extend people's lives. In addition, to engage and add value to our customers and patients by participating in the launch of the new platform in the Brazilian market.

## About the Role

### Key responsibilities:

- To Map Nuclear Medicine Centers (RLT Centers) in partnership with the Medical and Commercial teams (Potential for Private Channel).
- Develop educational material to present RLT in the Account with EMC and Technical Requirements (Kick Off RLT in the Account).
- Validate Account Structure and Capacity. Validate the “Patient and Treatment Journey” within the Account. Outcome: Define the “TT Journey of the RLT’s Patient within the Account” respecting the regulation in force (LGPD).
- Map and understand the “ecosystem” of HMOs in the Account.
- Engage with stakeholders (Innovation Manager, KOL, C-Level and Commercial area). Outcome: Having a validated Business Case for the Account that, based on the clinical benefit of Pluvicto, optimizes the potential of patients according to the ecosystem of private payers in the account.
- Sign Quality and Commercial Agreements (FUP).
- Develop an EMC-based program for patient Referral (Treatment Center educates the Referral Center at the center or Congresses).
- Be the Account RLT Point of Contact.
- FUP of the Infusion Cycle and generate solutions for the Account (growth).
- Be the Account RLT Point of Contact.

### Essential Requirements:

- Experience with the leadership of cross-functional teams (Commercial, Access, Medical and Marketing).
- Nuclear Medicine knowledge (Nuclear Medicine local market).
- Strong knowledge of the Brazilian Healthcare ecosystem, processes, and key stakeholders (mainly ANS);
- Background in the pharmaceuticals industry or correlated markets with product launches.
- Proven ability to secure integrity and compliance of local business initiatives, regulations and guidelines;
- Availability for business trips and being based in RJ, MG, or ES.

### Desirable Requirements:

- English will be a plus.

Why Novartis: Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

You'll receive: Competitive salary, annual bonus, life insurance, home office policy (home office 2x a week), retirement and wellbeing plans, flexible working arrangements, birthday day-off, parental leave, subsidized dining facilities, health insurance, employee recognition platform, Gympass, employee resource groups and virtual self-development tools.

If you want to learn more about our benefits, you can access the Novartis Life Handbook: <https://www.novartis.com/careers/benefits-rewards>

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

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Careers: <https://www.novartis.com/careers>

*Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.*

**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>

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**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

Brazil

Site

Santo Amaro

Company / Legal Entity

BR03 (FCRS = BR003) NOVARTIS BIOCIENCIAS S.A

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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