

# Customer Experience Lead / APM Dermatology

Job ID  
REQ-10036792  
Jan 28, 2025  
Argentina

## Summary

El representante de ventas es un impulsor líder de nuestras interacciones con los clientes y el rendimiento de las ventas. Son la cara de nuestro enfoque de experiencia del cliente y construyen relaciones profundas que brindan valor a los clientes y pacientes para impulsar el crecimiento de las ventas de una manera ética y conforme.

## About the Role

### Major Accountabilities

- Disseminate the scientific evidence of the products of the Novartis Dermatology Franchise with a clear message of differentiation and 360 ° approach.
- Comprehensive approach to the different stakeholders of the Territory led. Focus on Key HCPs & Institutions.
- Planning and execution of initiatives established for the territory. Account plans with individual monitoring and strong interaction with the HUBs for the co-creation of the solutions surveyed from the field.
- Orchestrate the different interaction channels with the different HCPs, detecting the best channel, moment and content to generate the best impact on communication.
- Detection of opps and risks. Survey of insights to enrich the cross functional plan.
- Communicate the plans, programs and high impact services for the different stakeholders, providing comprehensive solutions.
- Comply with the training courses established by the Cía. Timely complete requested evaluations.

### Key Performance Indicators

- Achievement of sales revenue and market share targets vs plan.
- Responsible for budget allocated to cover customer activities.
- Customer Satisfaction and Customer relationship building.
- Territory Plans: Leadership, management, and execution.
- Sales Planning and Reporting.

### Ideal Background

Education: Professional or advanced student (preferred scientific, commercialization, humanistic or business degree). Degree in Life Science is a plus.

Possess “**APM Matricula**”.

Languages: Spanish / English: Preferably with knowledge (not exclusive).

Experience: Customer marketing, market access, medical experience in pharmaceutical or related industry.

Interpretation and efficient communication of complex information, customer experience approach and account management.

## Competency Profile

Brand Strategy & Competitive environment

Scientific Background

Excellent understanding of the health system

Impactful customer engagement

Patients & customer oriented mindset

Case Manager & Territory Management

Digital Expertise

Omnichannel management

Influence Mapping & Result Oriented

Strong interpersonal and problem solving abilities

Excellent knowledge of customer needs: Empathy, adaptation & listening skills

Insight Gathering & Tactics generation/execution with HUB support

Empowerment & Accountability

Internal & External Effective Communication

Open Mindset & Negotiation Skills

Cross-functional & Change Mindset

Process advocacy

**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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Division

International

Business Unit

Innovative Medicines

Location

Argentina

Site

Ramallo (Argentina)

Company / Legal Entity

AR01 (FCRS = AR001) Novartis Argentina S.A.

Functional Area

Sales

Job Type  
Full time  
Employment Type  
Regular (Ventas)  
Shift Work  
No  
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