

# Customer Experience Lead / APM Oncology - Rosario

Job ID  
REQ-10037689  
Jan 31, 2025  
Argentina

## Summary

El representante de ventas es uno de los principales impulsores de nuestras interacciones con los clientes y del 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 con el fin de impulsar el crecimiento de las ventas de una manera ética y conforme.

## About the Role

**Location: Rosario**

### Major Accountabilities

- Disseminate the scientific evidence of the products of the Novartis Oncology and Hematology Franchise with a clear message of differentiation and 360 ° approach.
- Establish the clear positioning of each product. Exclusively indications approved locally by the Local Regulatory Entity (ANMAT).
- 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

## 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>

## 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.

**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

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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1. <https://www.novartis.com/careers/benefits-rewards>
2. <https://www.novartis.com/about/strategy/people-and-culture>
3. <https://talentnetwork.novartis.com/network>
4. <https://www.novartis.com/careers/benefits-rewards>
5. [https://novartis.wd3.myworkdayjobs.com/es/Novartis\\_Careers/job/Ramallo-Argentina/Customer-Experience-Lead---APM-Oncology---Rosario\\_REQ-10037689](https://novartis.wd3.myworkdayjobs.com/es/Novartis_Careers/job/Ramallo-Argentina/Customer-Experience-Lead---APM-Oncology---Rosario_REQ-10037689)
6. [https://novartis.wd3.myworkdayjobs.com/es/Novartis\\_Careers/job/Ramallo-Argentina/Customer-3/4](https://novartis.wd3.myworkdayjobs.com/es/Novartis_Careers/job/Ramallo-Argentina/Customer-3/4)

