

Customer Engagement and Solutions Officer

Job ID

REQ-10001239

Apr 15, 2024

Philippines

Summary

Location: National Capital Region, Philippines #LI-Hybrid Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you. About the Role: As a Customer Engagement & Solutions Officer, you will be responsible for driving and achieving the business objectives and growth, ensuring operational excellence, profitability and compliance by planning, co-creating and executing promotional digital programs aligned with the overall strategies and tactics in your assigned territory, brand/s, therapy area. This role reports directly into the CESO Manager.

About the Role

- Achieve growth, sales, market share and other KPI/ objectives aligned to digital and face to face strategies, plans and programs
- Facilitate sophisticated customer engagement capabilities (e.g. digital content building and customization). Select and customize digital content (e.g. RTE, LaunchPad, webinars) based on Marketing lead input on effectiveness.
- Ensure timely execution of all planned digital and face to face programs.
- Work on the inclusion and maintenance of brand/s in the hospital formulary
- Analyze key account performance and formulate and execute plan to forge preferential partnership through using available technology and data
- Manage stakeholder networks in key accounts and extended networks when required

Essential Requirements:

- University Degree in Pharma
- With minimum 5 years extensive experience in pharmaceutical sales
- Accountability Market and customer intelligence
- Joint Value Creation (Internal & External)
- Strong Digital & Technology expertise
- Personalization, Good story telling and content creation
- Strategy development & Execution; Design Thinking; Impact assessment & Optimization

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: You can find everything you need to know about our benefits and rewards in 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 Network here:
<https://talentnetwork.novartis.com/network>

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>

Division

International

Business Unit

Pharmaceuticals

Location

Philippines

Site

Makati City

Company / Legal Entity

PH03 (FCRS = PH003) Novartis Healthcare Philippines, Inc

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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