

## Customer Engagement Specialist

Job ID  
386304BR

4月 18, 2024

Lithuania

### 摘要

-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>

部门  
International

Business Unit  
Innovative Medicines

地点  
Lithuania

站点  
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.

```
iframe{ width: 100%; margin-top: 3rem; } @media screen and (max-width: 767px){ iframe{ height: 30vh !important; } } @media screen and (min-width: 768px){ iframe{ height: 34vh !important; } }
```



Job ID  
386304BR

## Customer Engagement Specialist

[Apply to Job](#)

---

### Source URL:

<https://www.novartis.com.cn/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/NovartisCareers/job/Lithuania/Customer-Engagement-Specialist386304BR>
5. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Lithuania/Customer-Engagement-Specialist386304BR>