

# Customer Engagement Specialist

Job ID  
REQ-10067812  
ноя 28, 2025  
Украина

## Сводка

Торговый представитель является ведущей движущей силой нашего взаимодействия с клиентами и эффективности продаж. Они являются лицом нашего подхода к обслуживанию клиентов и строят глубокие отношения, которые приносят пользу клиентам и пациентам, чтобы стимулировать рост продаж в соответствии с требованиями и этичным образом

## About the Role

### Major accountabilities:

- Drive Competitive Sales Growth -Identify and prioritize high-potential customers through data analysis (HCPs and stakeholders) who influence prescription decisions -Drive sales performance through the skillful orchestration of positive customer experiences -Engage and Build Relationships -Engage in value-based conversations (in-person and virtually) to understand critical customer challenges, decision-drivers, pain points and opportunities -Personalize and orchestrate customer engagement journeys for target HCPs by reflecting customer preferences, leveraging available content and multiple engagement channels -Build engagement by working in partnership with HCPs to develop a sustained collaboration over time for Novartis -Deliver memorable, customer-centric experiences beyond clinical differentiation by listening to their needs and understanding their healthcare environment -Establish effective working relationships with opinion leaders and top medical influencers (at territory level) and challenge current behaviors in order to improve the patient journey (right patient, right time) -Develop Deep Customer Insights and Understanding -Gather insights on the customer's business to uncover what is important to them -Follow up on customer feedback and translate responses into actions that create additional value and exceed expectations -Leverage available data sources to create, dynamically prioritize and adjust relevant territory, account and customer interaction plans -Share customer insights with relevant internal stakeholders on an ongoing basis to support the development of product-and indication-related content, campaigns and interaction plans -Deliver Value to Customers and Patients -Collaborate compliantly with cross-functional teams to design and implement solutions that address unmet customer and patient needs -Act as a trusted partner to the customer for the purpose of helping them run their business; listen to learn; strive to deepen the relationship in a compliant and ethical manner; position themselves to create value-add solutions .
- Act with integrity and honesty by treating customers and colleagues in a transparent and respectful manner with clear intent.
- When facing ethical dilemmas, do the right thing and speak up when things don't seem right.
- Live by Novartis Code of Ethics and Values and Behaviors.
- 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:

- To be populated at local level, based on the guidance that will follow from IMI Field Engagement Performance Management Council outcomes.

### Minimum Requirements:

#### Work Experience:

- Established Network to target Customer Group desirable.
- Sales in Healthcare / Pharma / related business.

#### Skills:

- Account Management.
- Commercial Excellence.
- Communication Skills.
- Compliance.
- Conflict Management.
- Cross-Functional Coordination.
- Customer Insights.
- Ethics.
- Healthcare Sector.
- Influencing Skills.
- Negotiation Skills.
- Selling Skills.
- Technical Skills.

#### 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>

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[Read our handbook \(PDF 30 MB\)](#)

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Київ  
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UAP0 (FCRS = CH024) NOPH SERVICES UKRAINE  
Functional Area  
Продажи  
Job Type  
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Employment Type  
Regular (Sales)  
Shift Work  
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