

Sales Representative

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Греция

Сводка

The Sales Representative is responsible for executing the in-field commercial strategy for assigned priority brands within a defined territory. The role focuses on high-quality customer engagement, effective execution of brand and tactical plans, generating demand, and delivery of agreed sales objectives, in line with Novartis policies, ethical standards, and compliance requirements.

As a Medical Representative NSI, you will be a key driver of customer interactions and sales performance, acting in a compliant and ethical manner. You will manage key accounts and build strong professional relationships that create value for customers and patients.

About the Role

Job Dimensions

Financial responsibility:

Sales target achievement; planning regional budgets

Decision making:

Deciding on content and engagement tactics in a given framework

External/internal stakeholders Interface:

Internal: Collaborates with TA Sales (Area Manager, Sales Head), TA Marketing, TA Medical, Value & Access, Execution Excellence, and other cross functional partners to ensure aligned TA execution.

External: Engages with key accounts, HCPs, Health Care System Stakeholders, and other TA relevant stakeholders.

Impact on the organization:

Drives TA commercial performance and customer value, contributing to broader enterprise goals.

Major Accountabilities

Execute the ICE field execution framework by:

- segmenting customers according to company standards (e.g., via ViP tool),
- applying value-based tiering,
- using tailored promotional content and key messages by segment audience,
- adhering to data driven call plans suggestions (e.g., via IDS+),
- consistently deploying personalized omnichannel customer journeys enabled by global International digital tools (e.g., RepAI, IDS+, OnCore, Veeva, etc.),
- timely documenting customers visits.

Deliver high-quality, compliant product promotion in-field activities and customer engagements, in alignment with brand and TA strategies and by:

- applying approved messages through the 6 Impact Behaviors (6IBs) selling model
- leveraging technology enablement to enhance customer engagement (e.g. RepAI, IDS+, OnCore, Veeva, CRM, etc.),
- continuously improving execution quality through building on coaching feedback inputs, field effectiveness assessment reports (STEM) and performance insights (e.g. BEST, C360, etc.) with respective area manager and/or sales head.
- Act as the field disease-area expert and advisor on innovative therapeutic options, providing scientific and strategic expertise based on the latest, relevant and authorized data to support HCP decision-making and optimize patient outcomes in an ethical way.
- Leverage available data sources to build, dynamically prioritize and adjust relevant territory, account and customer interaction plans.
- Maximize technology enablement support systems, e.g. "next best action" proposals, to enhance customer engagement impact.
- Collect, interpret, and share field insights on best practices, customer needs, market dynamics, competitor activity, and territory needs and priorities, to develop actions to address them.
- Participate in or contribute to local events, meetings, and promotional activities in compliance with governance standards.
- Collaborate cross-functionally with TA Marketing, Medical TA, Value & Access, and Execution Excellence partners.
- Operate fully in line with Novartis policies, ethical standards, and local regulatory requirements.

Key Performance Indicators

- Achievement of sales targets and objectives
- Quality and effectiveness of customer interactions, including adherence to: 6IBs selling model, value-based tiering and personalized omnichannel customer engagement targets achievement
- Coverage and frequency against suggested call plans
- Adherence to compliance, reporting, and CRM standards
- Quality of insights provided to cross-functional teams
- Progress on field effectiveness assessment (incl Capability building requirements)
- Adherence to International Commercialization Excellence – field sales guidelines and targets

Ideal Background

Education:

- University degree in **life sciences, business, or a related field**

Languages:

- Fluent in written and spoken Greek, English.

Experience/Professional Requirement:

Relevant Experiences

- Proven experience in pharmaceutical or healthcare sales.
- Strong customer engagement and relationship management skills.
- Ability to execute omnichannel customer journeys effectively.
- Commercial mindset with strong execution focus.
- Analytical skills to interpret data and KPIs.
- Strong communication and interpersonal skills.
- Ability to work independently while collaborating across teams.
- Proven ability to use digital/AI tools as part of daily work.
- High standards of integrity, ethics, and compliance awareness.
- Live by the Novartis Code of Ethics and our Values & Behaviors.

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.

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

Дивизион

International

Business Unit

Sales

Место

Греция

Сайт

Maroussi

Company / Legal Entity

GR11 (FCRS = GR001) Novartis Hellas

Functional Area

Продажи

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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