

Associate Analyst, Customer Engagement Operations

Job ID
REQ-10077400
Июн. 24, 2026
Индия

Сводка

-Support the TA Head/Product Managers/Product Executives in the team -Provide enhanced marketing and secretarial support to team members. -Provide analytical and operational support. Associate are aligned to perform qualitative and quantitative analytics on data to enable the informed decision making.

About the Role

Major accountabilities:

- Responsible for providing secretarial and administrative support.
- Support the Project Managers in preparation of promotional material for marketing.
- Ensure the full implementation of the SOP.
- Issuing monthly reports showing customer satisfaction level.
- Update distributors database -Ensure the accurate and timely completion of all reports.
- 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:

- Customer satisfaction
- Delivery on time

Minimum Requirements:

Work Experience:

- Working experience within the pharmaceutical industry
- Market and customer intelligence
- Market Knowledge and Network is desirable
- Patient/client driven with excellent communication skills

Skills:

- Administrative Assistance
- Adobe InDesign
- Advertising Campaigns
- Business Networking
- Communication Skills
- Curiosity
- Customer Retention
- Digital Marketing
- Marketing Collateral
- Marketing Communications
- Marketing Plans
- Mobile Marketing
- Press Releases
- Social Media
- Sop (Standard Operating Procedure)
- Trade Shows

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>

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

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

Дивизион
US
Business Unit
General Management
Место
Индия
Сайт

Hyderabad (Office)
Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited
Functional Area
Маркетинг
Job Type
Full time
Employment Type
Regular
Shift Work
No

Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversityandincl.india@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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