

Commercial Specialist

Job ID
REQ-10078835
май 25, 2026
Мексика

Сводка

-Generate the best customer experience to the pharmacy, to all customers served by Customer Care through a deep customer knowledge, personalized and proactive attention. Be the first contact line for the sales force with central, making an exhaustive follow-up of the consultations and / or incidents generated in a client through this. Experienced sales support professionals responsible for delivering key sales support services (Training, analysis, demand planning etc).

About the Role

Major accountabilities:

- Responsible for supporting sales representatives and channel partners in processing orders / returns; providing metrics/ reports to Sales team and also engaging HCPs for expense payout.
- Receive and issue calls to provide a nearby service and customer resolution through personalized follow-up.
- Advice and provide information on the company's value proposition, regarding products, commercial conditions and added value.
- Track orders, as well as resolve customer doubts about products, prices, delivery, availability and features.
- Record and analyze all the information to help better customer knowledge and enhance customer experience
- Collaborate with Customer Care Manager and Customer Care Process Assurance Lead exchanging information as a development strategy of business and marketing.
- Provide feedback on the efficiency of oriented processes to improve the customer experience.
- Be the first contact line for the sales force with central, making an exhaustive monitoring of the consultations and / or incidents generated for a client.
- Manage the order processing for pharmacies, taking responsibility for the management of the monthly order, as well as for any other operational process that client demands.
- Management of returns due to expired and lack of rotation.
- Stock situation analysis: Internal stocks and level of stock in the channel by wholesaler.
- Calculation of impact in the pharmacy.
- Communication to the sales network and the pharmacy for its management.
- Coordination of the implementation of the value proposition in the pharmacy.
- Implementation of the multi-channel engagement plan with the pharmacy.
- 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: yearly survey result & multi rater feedback from stakeholders.
- Compliance with order management deadlines.
- NFCM control results related to customer service transactions.

Minimum Requirements:

Work Experience:

- Understanding of sales / commercial processes.

Skills:

- Accounts Receivable
- Calls Handling
- Customer Care
- Customer Experience
- Customer Relationship Management (CRM) Software
- Customer Requirements
- Customer Service
- Operational Efficiency
- Installations (Computer Programs)
- Microsoft Access
- Relationship Building
- Sales
- Salesforce CRM

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

International

Business Unit

Marketing

Место

Мексика

Сайт

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Продажи

Job Type

Full time

Employment Type

Regular

Shift Work

No

Accessibility and accommodation

Novartis is committed to work with and provide 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 tas.mexico@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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