

# Customer Engagement Specialist

Job ID  
386304BR  
Apr 18, 2024  
Lithuania

## Summary

-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>

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<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>

Division

International

Business Unit

Innovative Medicines

Location

Lithuania

Site

Lithuania

Company / Legal Entity

LTP2 (FCRS = LV001) SIA Baltics, Lithuanian

Functional Area

Sales

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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## Customer Engagement Specialist

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