

# Customer Engagement Associate

Job ID  
REQ-10028665  
Feb 04, 2025  
Chile

## Summary

~ Liderar el compromiso científico con sus expertos médicos. Implementar estrategias clínicas y educativas y responder a consultas médicas no solicitadas.

## About the Role

### Key Responsibilities

- Engage with Medical Experts (MEs) to educate on medical/scientific information
- Ensure appropriate identification/mapping of MEs/ Key Accounts including identification of opportunities to involve MEs when a specific medical need is identified to provide support
- Develop and execute ME engagement plans to optimally prioritize and strategically engage MEs aligned with country strategy
- Respond to unsolicited requests for information from MEs
- Inform and shape medical strategy by collecting impactful insights from MEs
- Support Novartis clinical research programs, optimize trial execution and provide scientific educational support to potential and actual study sites in collaboration with clinical operations

### Essential Requirements

- University degree, preferably with scientific background
- Confirmed experience in commercial roles within the pharmaceutical industry, preferably working with neurosciences products
- Solid understanding of private and public market working with high specialty products
- English proficiency
- Outstanding networking, collaboration, and communication skills
- Availability to travel up to 50% of the time

### 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>

### Commitment to Diversity and Inclusion

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

**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>

**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:  
<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

Chile

Site

Santiago

Company / Legal Entity

CL01 (FCRS = CL001) Novartis Chile S.A.

Functional Area

Research & Development

Job Type

Full time

Employment Type

Regular

Shift Work

No

[Apply to Job](#)

Job ID

REQ-10028665

## **Customer Engagement Associate**

[Apply to Job](#)

---

**Source URL:** <https://www.adacap.com/careers/career-search/job/details/req-10028665-customer-engagement-associate-es-es>

### **List of links present in page**

1. <https://www.novartis.com/careers/benefits-rewards>
2. <https://www.novartis.com/about/strategy/people-and-culture>

3. <https://talentnetwork.novartis.com/network>
4. <https://www.novartis.com/careers/benefits-rewards>
5. [https://novartis.wd3.myworkdayjobs.com/es/Novartis\\_Careers/job/Santiago/Customer-Engagement-Associate\\_REQ-10028665-1](https://novartis.wd3.myworkdayjobs.com/es/Novartis_Careers/job/Santiago/Customer-Engagement-Associate_REQ-10028665-1)
6. [https://novartis.wd3.myworkdayjobs.com/es/Novartis\\_Careers/job/Santiago/Customer-Engagement-Associate\\_REQ-10028665-1](https://novartis.wd3.myworkdayjobs.com/es/Novartis_Careers/job/Santiago/Customer-Engagement-Associate_REQ-10028665-1)