

# Disease Area Partner - Heart Failure / Assiut

Job ID  
REQ-10032604  
Dec 07, 2024  
Egypt

## Summary

Location: Assiut, Egypt #LI-Onsite

About the Role:

The Disease Area Partner is a leading driver of our customer interactions and sales performance, the face of our customer experience approach and build deep relationships that deliver value for customers and patients in order to drive sales growth in a compliant and ethical manner.

## About the Role

### Key Responsibilities:

- Drive Competitive Sales Growth -Identify and prioritize high-potential customers through data analysis (HCPs and stakeholders) who influence prescription decisions.
- Drive sales performance through the skilful orchestration of positive customer experiences -Engage and Build Relationships -Engage in value-based conversations (in-person and virtually) to understand critical customer challenges, decision-drivers, pain points and opportunities.
- Personalize and orchestrate customer engagement journeys for target HCPs by reflecting customer preferences, leveraging available content and multiple engagement channels.
- Build engagement by working in partnership with HCPs to develop a sustained collaboration over time for Novartis -Deliver memorable, customer centric experiences beyond clinical differentiation by listening to their needs and understanding their healthcare environment.
- Establish effective working relationships with opinion leaders and top medical influencers (at territory level) and challenge current behaviours in order to improve the patient journey (right patient, right time).
- Develop Deep Customer Insights and Understanding -Gather insights on the customer's business to uncover what is important to them. Follow up on customer feedback and translate responses into actions that create additional value and exceed expectations.
- Leverage available data sources to create, dynamically prioritize and adjust relevant territory, account and customer interaction plans. Share customer insights with relevant internal stakeholders on an ongoing basis to support the development of product-and indication-related content, campaigns and interaction plans.
- Deliver Value to Customers and Patients. Collaborate compliantly with cross-functional teams to design and implement solutions that address unmet customer and patient needs.
- Act as a trusted partner to the customer for the purpose of helping them run their business; listen to learn; strive to deepen the relationship in a compliant and ethical manner; position themselves to create value-add solutions. Act with integrity and honesty by treating customers and colleagues in a transparent and

respectful manner with clear intent.

- When facing ethical dilemmas, do the right thing and speak up when things don't seem right. Live by Novartis Code of Ethics and Values and Behaviours.

### **Essential Requirements:**

- A collaborative team player, with drive on customer centricity and adopting new ways of working.
- Geographical fit is a must.

### **Desirable Requirements:**

- Disease area experience is preferred.
- Specialty experience is preferred.
- Institution experience is preferred.

### **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.

Novartis is a proud member of the *ILO Global Business and Disability Network* and the *Valuable 500*, promoting the inclusion of people with disabilities in workplaces around the world. We also collaborate with international partners, such as *Disability: IN*, *Purple Space*, and *Business Disability Forum* to identify and develop best practice solutions to enable people with disabilities to participate as equal members of our organization.

***Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.***

### **Skills:**

- Account Management.
- Commercial Excellence.
- Communication Skills.
- Compliance.
- Conflict Management.
- Cross-Functional Coordination.
- Customer Insights.
- Ethics.
- Healthcare Sector.
- Influencing Skills.
- Negotiation Skills.
- Selling Skills.
- Technical Skills.

### **Languages :**

- Arabic.
- 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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Division

International

Business Unit

Innovative Medicines

Location

Egypt

Site

New Cairo

Company / Legal Entity

EG02 (FCRS = EG002) Novartis Pharma S.A.E

Alternative Location 1

Assuit, Egypt

Functional Area

Sales

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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