

Customer Experience Lead / APM Dermatology

Job ID
REQ-10036792
Jan 28, 2025
Argentina

Summary

El representante de ventas es un impulsor líder de nuestras interacciones con los clientes y el rendimiento de las ventas. Son la cara de nuestro enfoque de experiencia del cliente y construyen relaciones profundas que brindan valor a los clientes y pacientes para impulsar el crecimiento de las ventas de una manera ética y conforme.

About the Role

Major Accountabilities

- Disseminate the scientific evidence of the products of the Novartis Dermatology Franchise with a clear message of differentiation and 360 ° approach.
- Comprehensive approach to the different stakeholders of the Territory led. Focus on Key HCPs & Institutions.
- Planning and execution of initiatives established for the territory. Account plans with individual monitoring and strong interaction with the HUBs for the co-creation of the solutions surveyed from the field.
- Orchestrate the different interaction channels with the different HCPs, detecting the best channel, moment and content to generate the best impact on communication.
- Detection of opps and risks. Survey of insights to enrich the cross functional plan.
- Communicate the plans, programs and high impact services for the different stakeholders, providing comprehensive solutions.
- Comply with the training courses established by the Cía. Timely complete requested evaluations.

Key Performance Indicators

- Achievement of sales revenue and market share targets vs plan.
- Responsible for budget allocated to cover customer activities.
- Customer Satisfaction and Customer relationship building.
- Territory Plans: Leadership, management, and execution.
- Sales Planning and Reporting.

Ideal Background

Education: Professional or advanced student (preferred scientific, commercialization, humanistic or business degree). Degree in Life Science is a plus.

Possess “**APM Matricula**”.

Languages: Spanish / English: Preferably with knowledge (not exclusive).

Experience: Customer marketing, market access, medical experience in pharmaceutical or related industry.

Interpretation and efficient communication of complex information, customer experience approach and account management.

Competency Profile

Brand Strategy & Competitive environment

Scientific Background

Excellent understanding of the health system

Impactful customer engagement

Patients & customer oriented mindset

Case Manager & Territory Management

Digital Expertise

Omnichannel management

Influence Mapping & Result Oriented

Strong interpersonal and problem solving abilities

Excellent knowledge of customer needs: Empathy, adaptation & listening skills

Insight Gathering & Tactics generation/execution with HUB support

Empowerment & Accountability

Internal & External Effective Communication

Open Mindset & Negotiation Skills

Cross-functional & Change Mindset

Process advocacy

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

Argentina

Site

Ramallo (Argentina)

Company / Legal Entity

AR01 (FCRS = AR001) Novartis Argentina S.A.

Functional Area

Sales

Job Type
Full time
Employment Type
Regular (Ventas)
Shift Work
No
[Apply to Job](#)

Job ID
REQ-10036792

Customer Experience Lead / APM Dermatology

[Apply to Job](#)

Source URL: <https://www.adacap.com/careers/career-search/job/details/req-10036792-customer-experience-lead-apm-dermatology-es-es>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. https://novartis.wd3.myworkdayjobs.com/es/Novartis_Careers/job/Ramallo-Argentina/Customer-Experience-Lead---APM-Dermatology_REQ-10036792
5. https://novartis.wd3.myworkdayjobs.com/es/Novartis_Careers/job/Ramallo-Argentina/Customer-Experience-Lead---APM-Dermatology_REQ-10036792