

# (Sr.) Channel Operation Specialist

Job ID  
REQ-10037903  
Jan. 23, 2025  
China

## Zusammenfassung

-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:

- Establish and maintain regular channel monitoring report to ensure the visibility
- Provide valuable inputs or alerts to commercial operation via key indicators' tracking
- Plan annual audit cycle and coordinate the process
- Be the first contact line for field force with central
- **Key Experience & Success Profile:**
- Strong analytical skills to manage the big data
- Experience in channel & distributor management as a plus
- Good personal leadership & cross-functional collaboration
- Good communication, problem solving and interpersonal skills.

**Why Novartis:** Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

<https://www.novartis.com/about/strategy/people-and-culture>

**You'll Receive:** You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

### Commitment to Diversity and Inclusion / EEO:

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

### Accessibility and Accommodation:

Novartis is committed to working with and providing 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 [diversityandincl.china@novartis.com](mailto:diversityandincl.china@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

**Join our Novartis Network:** If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>. You can follow us via Novartis Group Recruitment WeChat Official Account and Novartis Group WeChat Video Account.

**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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**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>

Abteilung

International

Business Unit

Innovative Medicines

Ort

China

Website

Shanghai (Shanghai)

Company / Legal Entity

CN06 (FCRS = CN006) Beijing Novartis Pharma Co., Ltd

Functional Area

Der Umsatz

Job Type

Full time

Employment Type

Regular

Shift Work

No

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