

# Wholesale Expert

Job ID

REQ-10032632

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## Résumé

Location: Cairo, Egypt #LI-Hybrid

About the Role:

As Wholesale Expert, you will be responsible to support the achievement of Novartis business goals by implementing value-based solutions with designated Key Account Distributer. Responsible for the achievement of distributor's share of sales and as well a proper budget allocation per account. Setting the business strategy and tactical plan for running Novartis business in the assigned Key Distribution Account. Establishing Novartis as the preferred partner of choice with assigned Wholesaler/Distributer. Support the creation of a customer-centric approach across the Country.

## About the Role

### Key Responsibilities:

- Sets business plans, priorities, budgets and performance objectives for assigned Wholesaler/Distributer account, to be approved by the department head; ensures cross-functional understanding of these plans with Marketing, Sales and other key functions.
- Ensures fulfillment of contractual obligations with Wholesaler/Distributer account.
- Acts as point of integration for services across the Novartis Portfolio in Wholesaler/Distributer account.
- Performs and reports competitive intelligence activities on Wholesaler/Distributer account. Conduct a monthly business review to present adherence and progress in relevance to the placed tactical plan for the assigned Key Distribution Account. Ensures cooperation with the distribution department to maintain services excellence issuing monthly reports showing month closing distribution plan, trade loading, and stock in trade.
- Builds and sustains long term customer partnerships with Wholesaler/Distributer account that create mutual value. Ensures access and influence to Wholesaler/Distributer account decision-makers in order to achieve a favorable position for the Novartis portfolio. Ensures achievement of the Wholesaler/Distributer Account Plans and delivery of the required financial results.
- Lead better quality and execution performance for processing all types of sales orders received from Wholesaler/Distributer either it is a retail or institutional sales order.
- Manage the execution and delivery of customers' orders and responsible for keeping all orders relevant data up-to-date. Ensure the full implementation of the relevant SOPs Communication with treasury and financial departments to ensure adjusting products data.
- Plan a quarterly spot visit for quality standards adherence assessment at the distributor different sites; this to be done through alignment with Novartis Quality Assurance team. Plan and align with Marketing

and Sales team any planned marketing activities or commercial project that might be implemented at the assigned account level and assess if any best fit customization based on each account profile would be needed.

- Follow up the availability of goods, release of items to directly execute back orders to distributors. Ensures keeping stock in trade in the agreed levels Ensure availability of new launched products on time with the agreed quantity to all distributors at the same time within distribution plan.
- Communicate the condition of new launches, price increases and changing products database. Update Wholesaler/Distributor active branches database.

### **Essential Requirements:**

- Bachelor's Degree in a relevant discipline.
- Minimum 2 years of experience in Sales, managing Distributors and/or related Commercial roles within Multinational Companies.
- Strong English language proficiency.
- Advanced Communication skills.
- Strong cross-functional collaboration skills.

### **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 Desired**

Accounts Receivable, Calls Handling, Curiosity, Customer Care, Customer Experience, Customer Relationship Management (CRM) Software, Customer Requirements, Customer Service, Efficiency, Installations (Computer Programs), Microsoft Access, Microsoft Excel, Mobile Devices, Relationship Building

**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>

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