

## Manager - Field Operations

Job ID  
REQ-10056171

7月 11, 2025

India

### 摘要

- Provide sales force analytics support to Novartis internal customers (Countries & Regional marketing and sales teams) on various high complexity sales force analytical reports.
- Facilitate data enabled decision making for Novartis internal customers by providing and communicating qualitative and quantitative analytics.
- Support business in building practice by involving in various initiatives like knowledge sharing, onboarding and training support, support team lead in all business related tasks / activities, building process documentation and knowledge repositories.
- Responsible for delivering Call plans/Alignments to support the Field teams in reaching HCPs/Patients. Planning and guiding other team members to achieve 100% accuracy and timeliness.

### About the Role

About the Role:

Acts as a function level SME, works on multiple client engagements with collaborating with teams members to produce high quality results. Provide though leadership and innovation, lead initiatives of process excellence and possesses very strong analytical skills

Your responsibilities include, but are not limited to:

- Help develops new service offerings in close collaboration with functional and account management teams and Build and deliver below customer requirements as per agreed SLAs (timeliness, accuracy, quality, etc) and drive excellent customer service
- Create and deliver below customer requirements as per agreed SLAs (timeliness, accuracy, quality, etc) and drive excellent customer service
  - o Territory alignment
  - o Call plan management
  - o Territory action plan report
- Deliver services through structured project management approach with appropriate documentation and communication throughout the delivery of services
- Create and maintain standard operating procedures (SOPs), quality checklists that will enable excellent quality outputs for all outputs within the function
- Develop and maintain knowledge repositories that captures qualitative and quantitative reports of brands, disease areas, macroeconomic trends of Novartis operating markets, etc
- Support team leaders in recruitment and on-boarding of new associates within the organization
- Hands on to Customer segmentation & targeting, Field-force optimization, Territory alignment, Incentive compensation (Plan-Design-Admin), Territory sales performance reports, Activity (QTQ) performance reports, Others SFE support, Call plan management and Territory action plan report
- Deliver services through structured project management approach with appropriate documentation and communication throughout the delivery of services

What you ' ll bring to the role:

- Should be customer service oriented and strong and proactive business results-focus, and proven track record to provide insights that increase efficiency
- Support team leaders in recruitment and on-boarding of new associates within the organization. Leads capability building by actively prioritizing various knowledge sharing sessions that enables growth and improves quality of CSP Hyd deliverables across the function.
- Stay in sync with all internal functional operating procedures like time tracking, critical metric tracking and strong analytical thinking with problem solving approach.
- Build and maintain standard operating procedures (SOPs), quality checklists that will enable excellent quality outputs for all outputs within the function. Develop and maintain knowledge repositories that captures qualitative and quantitative reports of brands, disease areas, macroeconomic trends of Novartis operating markets, etc.
- Reporting, and other internal systems and processes. Comply to all Novartis operating procedures as per legal / IT / HR requirements
- Active participation in various knowledge sharing sessions that enables growth and improves quality of deliverables across the function and Comply with all internal functional operating procedures like time tracking, KPI tracking and reporting, and other internal systems and processes

## Desirable requirements:

- University/Advanced degree is required, Master ' s degree in fields such as business administration, finance, computer science or technical field is preferred
- Experience (6+ years) in |Hands-On | Snowflake (SQL), ETL, Data Model Design IC, Pharma Analytics in a market research firm or pharmaceutical company or Pharma KPO and should have an understanding of Pharmaceutical business including its regulatory environment. Min if 2 years of experience in leading a project by collaborating across multiple teams with Pharma background is preferred.
- Hands on to Dataiku, Zaidyn, JCPM, Python, SQL, Excel, PowerPoint , JTD (for territory alignment) People management and good presentation skills are required.

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>

部门

International

Business Unit

Universal Hierarchy Node

地点

India

站点

Hyderabad (Office)

Company / Legal Entity  
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area  
Marketing

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

[Apply to Job](#)

## 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.india@novartis.com](mailto:diversityandincl.india@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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



Job ID  
REQ-10056171

Manager - Field Operations

[Apply to Job](#)

---

Source URL:

<https://www.novartis.com.cn/careers/career-search/job/details/req-10056171-manager-field-operations>

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/en-US/NovartisCareers/job/Hyderabad-Office/Manager---Field-OperationsREQ-10056171-1>
5. <mailto:diversityandincl.india@novartis.com>
6. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Hyderabad-Office/Manager---Field-OperationsREQ-10056171-1>