

Customer Engagement Director

Job ID
REQ-10060850

8月 29, 2025

Finland

摘要

#LI-Hybrid

Location: Finland (both field and office based)

This role is based in Finland. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

Are you ready to join one of the world ' s leading pharmaceutical companies and contribute to ensuring that patients in Finland have access to innovative and life-changing medicines?

The Customer Engagement Director (CED) leads Healthcare Managers (HCM) and is accountable for the national Customer Engagement tactics and brand performance, with a focus on ensuring the HCMs deliver outstanding engagement with key healthcare professionals (HCPs) and decision-makers across therapeutic indications.

Responsible for driving account planning and execution, optimizing resources, aligning the commercial and medical tactics covered by the HCM role, and ensuring that all engagements are

coherent, impactful, and responsive to evolving healthcare needs.

This role is pivotal in ensuring consistent training, coaching, and maximized resource efficiency to achieve performance targets for key priority brands.

The position reports to the Country Manager of Finland.

About the Role

Key Responsibilities:

- **Accountable for Brand Performance:** Lead the execution of engagement tactics to drive performance targets across all therapeutic indications, ensuring consistency and coherence in HCP interactions. Take responsibility and actively contribute to strategic decisions in the Country Leadership Team (LT), aligning brand performance goals with broader business objectives.
- **Resource Optimization and Agile Deployment:** Manage and allocate resources across designated therapeutic area or areas, ensuring that HCMs deliver impactful, multi-dimensional product and therapeutic area knowledge in every engagement. Engage with the LT to optimize resource deployment strategies, balancing tactical execution with long-term strategic direction.
- **Team Development and Capability Building:** Train, coach, and develop the Customer Engagement team, focusing on delivering performance targets and building deep scientific product and therapeutic area (TA) knowledge.
- **Lead continuous improvements in engagement skills and product expertise** to enhance HCP experience. Ensure talent acquisition, succession planning, and a development mindset within the organization, while rigorously role model and foster an unbossed, inspired culture locally.
- **Cross-Functional Collaboration:** Work closely with the other customer facing roles in medical, value & access as well as partnership to deepen the understanding of the healthcare ecosystem. Ensure collaboration with local cross-functional teams to secure tactic implementation.
- **Stakeholder Relationship Management:** Collaborate with decision-makers at key accounts (hospitals and national or regional guideline/recommendation makers), fostering a unified brand narrative that aligns with regional and national healthcare priorities.
- **Compliance and Best Practice Leadership:** Ensure all customer engagement activities comply with applicable healthcare regulations and company policies, maintaining the highest ethical standards in HCP interactions.
- **Report technical complaints /adverse events /special case scenarios** related to Novartis products within 24 hours of receipt.

Desirable Requirements:

- **Education:** Master's or Bachelor's degree in Natural Science and/or Business/Economics
- **Min. 5+ years of diverse experience** across sales and medical and/or marketing and/or customer management.

- Proficient Finnish and English, both written and spoken.
- Previous experience with leading a team of people.
- Understanding over the Finnish healthcare system.
- Analytical skills, collaborative and excellent communication skills.
- Solid track record of driving sales growth and exceed targets through innovative sales activities.
- Ability to understand the changing dynamics of the pharmaceutical industry and broad market & competitor knowledge.

Desirable Requirements:

- Experience across different therapeutic areas.

About Novartis Finland:

Novartis is a leading pharmaceutical company renowned for its innovation. In Finland, we pioneered the introduction of advanced cell and gene therapies. Our commitment to research and development spans a wide range of therapeutic areas, including oncology, chronic conditions, and rare diseases. We take pride in being a proactive partner, contributing to the advancement of healthcare solutions.

As a global pharmaceutical leader headquartered in Switzerland, Novartis is among the largest pharmaceutical companies in Finland. Our mission is to lead in delivering innovative medicines to patients across the country. We are dedicated to fostering a dynamic work environment that promotes personal development and professional growth.

Commitment To Diversity & Inclusion:

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

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

Innovative Medicines

地点

Finland

站点

Espoo

Company / Legal Entity

FI02 (FCRS = FI002) Novartis Finland Oy

Functional Area

Sales

Job Type

Full time

Employment Type

Regular (Sales Manager)

Shift Work

No

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