

## Product Representative CRM, IM Luxembourg

Job ID  
REQ-10062894

9月 25, 2025

Belgium

### 摘要

The Product Representative advocates for the Novartis portfolio, especially priority brands, and services to customers by providing information and education that enables optimized patient outcomes. All customer engagement activities should enable the overall strategy and follow the agreed operational approach and solutions leveraging data and digital to maximize customer experience and performance, as well as patient reach.

### About the Role

Major accountabilities:

- Knowledge & Brand activities:

- Proactively and continuously masters on product knowledge and disease area

knowledge, latest and relevant data, key messages and disease information on respective brands and portfolio.

- Leverages all available data sources to create, dynamically prioritize and adapt relevant territory and customer engagement plans.
- Maximize field presence to achieve productivity, maximize customer experience and patient reach.
- Ensures excellence in Customer Satisfaction and Customer Services.
- Completes all reporting and administrative requirements in a timely and compliant manner.

#### - Customer Engagement:

- Holds excellent knowledge of Novartis portfolio and services and provided the latest, relevant and authorized data, key messages and disease information to the right customer at the right time, to support HCP decision making and optimize patient outcomes in an ethical way.
- Leverages advanced customer engagement skills to deliver high quality customer interactions and maximizing customer experience for the benefit of patients.
- Ensure customer satisfaction and best-in-class customer relationship building according to preferences and needs.
- Continuously maintains and extends network across key customer and HCPs.
- Ensures collection of relevant insights on HCPs and Account level and tactical planning execution.
- Collaborate cross-functionally on the Account Mapping and Planning.

#### - Market Data & Compliance

- Maintains updated on required information regarding the market, key competitors' market data, pricing intelligence, key accounts.
- Deep and current knowledge of industry, Therapeutic Area, competitor and buyer dynamics and focuses effort on priority customer support.
- Behave ethically, comply with regulatory requirements and adhere to Novartis values and behaviors unities.
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt.
- Applies 'healthcare systems thinking' to daily role, leveraging a deep understanding of the health ecosystem and market trends to maximize patient value

#### Required criteria:

- Proven track record within healthcare, pharma with product or commercial

knowledge.

- Demonstrates excellence in customer-focused mindset and strong solution orientation.
- Strong and engaging communication skills and established ability to work cross-functionally to deliver productivity, customer experience and patient reach.
- Understand changing dynamics of Pharmaceutical industry.
- Proven ability to build trust-based relationships allowing for strong levels of challenge with key stakeholders.

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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部门

International

Business Unit

Innovative Medicines

地点

Belgium

站点

Vilvoorde

Company / Legal Entity

BE03 (FCRS = BE003) Novartis Pharma nv-sa

Alternative Location 1  
Luxembourg, Luxembourg

Functional Area  
Sales

Job Type  
Full time

Employment Type  
Regular (Sales)

Shift Work  
No

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