

Customer Engagement Partner

Job ID
REQ-10065047

10月 21, 2025

Taiwan

摘要

#LI-Hybrid

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

This position will report to TA head and is focused on managing key accounts at a local level, often working collaboratively with cross-functional teams or overseeing specific account(s) and relationships. The role involves nurturing and managing business relationships with key accounts to strengthen partnerships and achieve sales targets. It requires building and sustaining relationships with key stakeholders, gaining a thorough understanding of customer challenges related to patient care, and delivering solutions that improve patient outcomes.

About the Role

Major accountabilities:

- Responsible for driving HCP and account readiness in the designated accounts to reach commercial goals -Develop customer development strategy, dedicated KAM action plans for assigned accounts, aligns on account objectives and executes.
- Lead the preparation of strategies and individual tactical plans and to give strategic input in terms of analysis, future potential and key programs required for the accounts -Prepare and negotiate contracts, and guide initiatives that the company launches to target particular account -Analyze market situation including competitive intelligence activities on key accounts and key competitors -Organize customer events and other programs independently or with marketing/medical department, in line with agreed business tactical plans -Contribute to the mapping of stakeholders, including segmentation and profiling and provide accurate and timely data for the Novartis CRM system.
- Responsible for patient support program (PSP) design, completion of review & approval, and implementation after PSP approval, in order to address the unmet needs of patients & caregivers, and improving patient journey and customer engagement.

Key performance indicators:

- Sales revenue and revenue growth in designated accounts -Operating budget for designated key accounts (Budget, Cost, Sales, etc.)
- Listing of responsible products in designated accounts
- PSP program timely approval and quality implementation

Minimum Requirements:**Work Experience:**

- 5 years of experience in the pharmaceutical industry with preference of HEMA therapeutic experience
- Handling quality metrics & issues.
- Team management or project management experience is preferred.
- Sales experience in multinational companies.
- Innovative & Analytical Technologies.

Skills:

- Account Management.
- Accountability
- Collaboration
- Commercial Excellence
- Competitive Intelligence
- Compliance
- CRM (Customer Relationship Management).
- Customer Engagement
- Ethics
- Healthcare Sector
- Market Development

- Problem Solving Skills
- Revenue Growth
- Selling Skills
- Value Propositions
- Process Education

Languages :

- English.

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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部門
International

Business Unit
Innovative Medicines

地点
Taiwan

站点
Taipei

Company / Legal Entity
TW03 (FCRS = TW003) Novartis (Taiwan) Co. Ltd

Functional Area
Sales

Job Type
Full time

Employment Type
Regular

Shift Work
No

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