

Customer Engagement Partner (North)

Job ID
REQ-10066043

10月 31, 2025

Taiwan

摘要

#LI-Hybrid

The Customer Engagement Partner (CEP) is a Field-based role directly reports to Business Manager (Lead), and is responsible for:

- Reinforce renal product in-depth understanding by introducing Medical Scientific Liaisons.
- Identify the ideal physician to nominate renal product for hospital listing and map key stakeholders.
- Collaborate with the Key Account Manager team to clarify hospital listing procedures and support Marketing in preparing the required documents.

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.

About the Role

Major accountabilities:

- Ensure outstanding knowledge about IgAN disease and its complication management through Novartis learning tools.
- Achieve agreed contact, coverage and frequency of customer targets via Face-to-Face meetings upon agreed customer list.
- Raises awareness of the positive health economic impact (e.g. reduction in Complications) and improvement in patient outcomes.
- To work collaboratively with relevant HCPs (e.g. Nephro, Emergency Response, nurses, clinical pharmacist, etc.) to support the training optimizing IgAN treatment outcomes:
- Work with the medical personnel to deliver a coordinated approach to help hospitals identify and deliver improvements in patient care pathways
- Accelerate access to renal product via the following tasks:

Integrity and compliance:

- Work within integrity and compliance policies and ensure those around him/her do the same.
- Work to ensure diversity and an inclusive environment free from all forms of discrimination and harassment.
- Ensure NO product promotion during interactions with HCPs.
- All the conversations between CEPs and HCPs only involve disease knowledge. And CEP can support liaising and connecting HCPs to related x-functional expertise where appropriate.
- CEPs and medical personnel do not visit HCPs at the same time if it's related to off label/pre-approval-related questions.

Key performance indicators:

- **Face-to-Face Engagement Effectiveness**
 - The actual number of face-to-face meetings vs. planned and agreed targets.
 - Percentage of coverage achieved for the targeted customer list.
 - Completion rate of securing commitments from physicians and nephrology departments to nominate the renal products for listing in the planned accounts as per the pre-defined listing plan.
- **Impact on Disease Awareness and Diagnosis**
 - Evidence of transformative impact on disease severity perception and enhancement of diagnosis rates.
 - Shared team objective KPIs to measure progress in disease awareness and diagnostic improvements.
- **Cross-Functional Collaboration Quality**
 - Qualitative feedback from customer-facing cross-functional teams regarding:
 - Level of collaboration.
 - Quality of input and alignment across functions.
 - Effectiveness of cross-functional interactions.

Minimum Requirements:

Work Experience:

- Sales experience in minimum 2 - 4 years in pharma industry and in MC and/or RH accounts
- Knowledge of pharma industry and its changing environment demonstrable high achiever in same or other relevant fields
- With listing experience in MC and RH
- Self-paid experience is a plus
- Excellent interpersonal communication and collaboration internally and externally
- Able to organize, prioritize, and work effectively and good level of understanding of internal/external ethical guidelines

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. (Basic)
- Mandarin is a must

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
Universal Hierarchy Node

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



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