

Sales Representative

Job ID
REQ-10066128

11月 04, 2025

Taiwan

摘要

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

The Sales Representative is a leading driver of our customer interactions and sales performance. They are the face of our customer experience approach and build deep relationships that deliver value for customers and patients in order to drive sales growth in a compliant and ethical manner.

About the Role

Major accountabilities:

- Drive Competitive Sales Growth -Identify and prioritize high-potential customers through data analysis (HCPs and stakeholders) who influence prescription decisions
- Drive sales performance through the skillful orchestration of positive customer experiences

- Engage in value-based conversations (in-person and virtually) to understand critical customer challenges, decision-drivers, pain points and opportunities. Personalize and orchestrate customer engagement journeys for target HCPs by reflecting customer preferences, leveraging available content and multiple engagement channels
- Build engagement by working in partnership with HCPs to develop a sustained collaboration over time for Novartis -Deliver memorable, customer-centric experiences beyond clinical differentiation by listening to their needs and understanding their healthcare environment
- Establish effective working relationships with opinion leaders and top medical influencers (at territory level) and challenge current behaviors in order to improve the patient journey (right patient, right time)
- Follow up on customer feedback and translate responses into actions that create additional value and exceed expectations -Leverage available data sources to create, dynamically prioritize and adjust relevant territory, account and customer interaction plans
- Share customer insights with relevant internal stakeholders on an ongoing basis to support the development of product-and indication-related content, campaigns and interaction plans -Deliver Value to Customers and Patients -Collaborate compliantly with cross-functional teams to design and implement solutions that address unmet customer and patient needs
- Act as a trusted partner to the customer for the purpose of helping them run their business; listen to learn; strive to deepen the relationship in a compliant and ethical manner; position themselves to create value-add solutions.
- Act with integrity and honesty by treating customers and colleagues in a transparent and respectful manner with clear intent.
- Distribution of marketing samples (where applicable)

Key performance indicators:

- To be populated at local level, based on the guidance that will follow from IMI Field Engagement Performance Management Council outcomes.

Minimum Requirements:

Work Experience:

- Established Network to target Customer Group desirable.
- Solid sales in Healthcare / Pharma / related business.
- CV field experience and self-pay experience is a plus
- >2 years of sales experience
- Diverse sales channel experience: Medical Center is preferred; Regional Hospital is must-have
- Had experience in launched and priority product activities with proven record in sales delivery
- Familiar with hospital listing process is preferred and had proven track records

Skills:

- Account Management.
- Commercial Excellence.
- Communication Skills.
- Compliance.

- Conflict Management.
- Cross-Functional Coordination.
- Customer Insights.
- Ethics.
- Healthcare Sector.
- Influencing Skills.
- Negotiation Skills.
- Selling Skills.
- Technical Skills.

Languages:

- Basic in English
- Chinese proficiency 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

Innovative Medicines

地点

Taiwan

站点
Tai Chung

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

Functional Area
Sales

Job Type
Full time

Employment Type
Regular (Sales)

Shift Work
No

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