

Customer Relationship Team Leader - Neuroscience

Job ID
REQ-10073854

3月 11, 2026

Spain

摘要

As a Customer Relationship Team Lead (CRTL), you ' ll be at the forefront of driving exceptional customer experiences and delivering both strategies and results. In this pivotal role, you ' ll inspire and coach a dynamic commercial team, fostering a culture of high performance and accountability.

By shaping and executing customer-centric strategies, you ' ll ensure your team thrives while building strong partnerships that make a difference. If you ' re passionate about leadership, strategy, execution and creating meaningful connections, this is your opportunity to lead the way.

#LI-Onsite

About the Role

Location: This is a field role based in Madrid, Spain.

Key Responsibilities:

- Become the commercial engine of a lean and very experienced unit.
- Create a culture of collaboration, continuous learning, and customer-centric excellence.
- Participate in the design of the brand strategy and commercial plans at national level based on deep local knowledge, augmenting experience and instinct with data and insights.
- Lead and communicate effectively the national customer engagement strategy into local plans to meet the targets.
- Become a positive agent of change to embrace new projects, techniques and platforms to foster innovation.
- Lead key customer and stakeholders relationship with the enterprise.
- Advocate critical processes necessary to support customer excellence and drive team engagement and adoption.
- Leverage available data to drive business performance and aid decision-making in complex and high-pressure situations, considering risks and impact.
- Develop, coach and inspire the team to achieve high performance and accountability.

Essential Requirements:

- Educational Background: University degree. A degree in life sciences will be positively valued.
- Minimum 3 years of experience in Sales with proven people management responsibilities and minimum 2 years of experience in Marketing with proven strategic design and mindset.
- Strong leadership and coaching skills, with a track record of fostering team performance and collaboration. Conflict management experience with proven record of turn-around situation of high-stakes decision making is a plus.
- Solid understanding of the pharmaceutical industry and healthcare ecosystem dynamics within Spain, including hospital-based products.
- Solid track record in driving performance in competitive environments.
- Proficiency in analytical thinking, problem-solving, and decision-making in complex, high-pressure environments.
- Excellent professional communication skills and ability to manage change effectively.
- Fluent speaker of English and Spanish languages.

Commitment to Diversity and Inclusion / EEO

Novartis is 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>

Benefits and Rewards: Learn about all the ways we ' ll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

部门

International

Business Unit

Sales

地点

Spain

站点

Madrid Provincial

Company / Legal Entity

ES19 (FCRS = ES006) Mizar Farmac é utica, S.L.

Functional Area

Sales

Job Type

Full time

Employment Type

Regular (Sales Manager)

Shift Work

No

```
function adjustKalturaPlayer() { var deviceWidth = window.innerWidth ||  
document.documentElement.clientWidth || document.body.clientWidth; var mediaElement =
```

```
document.getElementById("kalturaplayer69b16f9a4d0f0106341598"); var mediaContainer =
mediaElement.closest('.nc-kaltura-media'); var originalWidth = "1200px"; var originalHeight = "674px";
var originalWidthValue = parseFloat(originalWidth); var originalHeightValue =
parseFloat(originalHeight); var mediaType = "video"; var isResponsive = false; // Get computed styles
of the container element. var parentStyles = window.getComputedStyle(mediaContainer); var
finalWidth = parseFloat(parentStyles.width); if (finalWidth < 480) {
var config = { targetId:
"kalturaplayer69b16f9a4d0f0106341598", provider: { widgetId: "10m7rm1pm", partnerId:
"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false,
allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: { download: {
disable: true }, "playkit-js-transcript":{ position: "right", // Default: bottom;( ' left ', ' right', ' top ', 'bottom' ) to
enable transcript. expandMode: "over", // Default: alongside;( ' alongside', ' hidden ', 'over' )
expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable:
true } }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false },
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
KalturaPlayer.ui.components.Remove } ] } }; config.plugins.preventSeek = { preventSeekForward:
false, preventSeek: false }; config.plugins.floating = { disable: true }; config.plugins.navigation = {
position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; config.plugins['playkit-
js-hotspots'] = { disable: true }; config.plugins['playkit-js-moderation'] = { disable: true };
config.plugins['playkit-js-info'] = { disable: true }; config.plugins.share = { disable: true };
config.ui.uiComponents = []; config.plugins.googleTagManager = {};
config.plugins.googleTagManager.customEventsTracking = {};
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } };
```

```
try { var kalturaPlayer = KalturaPlayer.setup(config); // Add the player to the global array. if (typeof
kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var
kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } // Load the Player for other
media. kalturaPlayer.loadMedia({entryId: "1_dgfvmafo"}); setTimeout(() => {
setupAutoPause(kalturaPlayerVideos); }, 500); function setupAutoPause(players) {
players.forEach((currentPlayer) => { currentPlayer.addEventListener('play', () => {
players.forEach((otherPlayer) => { if (otherPlayer !== currentPlayer && typeof otherPlayer.pause ===
'function') { otherPlayer.pause(); } })); }); }); } catch (e) { console.error(e.message) }
```



VIDEO

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