

(高级医药代表 / 资深产品专员)

Job ID
REQ-10074430

3月 20, 2026

China

摘要

通过深入的客户知识、个性化和主动的关注，为药房、客户服务的所有客户提供最好的客户体验。成为销售团队与中央的第一联系线，对客户通过此生成的咨询和 / 或事件进行详尽的跟进。(经验丰富的销售支持专业人员负责提供关键的销售支持服务培训、分析、需求规划等。)

About the Role

Major Accountabilities

- 负责支持销售代表和渠道合作伙伴处理订单/退货;向销售团队提供指标/报告,并参与 HCP 进行费用支出。
- 通过个性化跟进接收和发出呼叫,以提供附近的服务和客户解决方案。
- 就公司的价值主张、产品、商业条件和附加值提供建议和信息。
- 跟踪订单,并解决客户对产品、价格、交货、可用性和功能的疑虑。
- 记录和分析所有信息,以帮助更好地了解客户并增强客户体验

- 与客户服务经理和客户服务流程保障主管协作,将信息作为业务和营销的发展战略进行交换。提供有关面向流程效率的反馈,以改善客户体验。
- 成为销售团队与中央的第一联系线,对客户产生的咨询和/或事件进行详尽的监控。
- 管理药店的订单处理,负责管理月度订单,以及客户要求的其他操作流程。
- 因过期和缺乏轮换而导致的退货管理。
- 处理和跟踪平台订单。新产品的开始日期、结束日期、更换和包含。
- 库存情况分析:批发商在渠道内库存和库存水平。计算药房的影响。与销售网络和药房进行沟通,进行管理。
- 协调药房价值主张的实施。
- 与药房实施多渠道参与计划

Key Performance Indicators

- 客户满意度:年度调查结果和利益相关者的多评估者反馈。
- 遵守订单管理期限。
- 与客户服务交易相关的NFCM控制结果。

Work Experience

了解销售/商业流程

Skills

应收帐款
呼叫处理
好奇心
客户关怀
客户体验
客户关系管理(CRM)软件
客户需求
顾客服务
效率
安装计算机程序)
Microsoft 访问
Microsoft Excel
移动设备
建立关系
销售
Salesforce 客户关系管理

Language

英语

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

China

站点

Guangzhou (Guangdong Province)

Company / Legal Entity

CN06 (FCRS = CN006) Beijing Novartis Pharma Co., Ltd

Functional Area

Sales

Job Type

Full time

Employment Type

正式销售)

Shift Work

No

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

```
document.getElementById("kalturaplayer69bd23c298afe353437187"); 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 < 100) { var config = { targetId:
"kalturaplayer69bd23c298afe353437187", 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

无障碍及便利设施

诺华承诺与残障人士共事并为他们提供合理的便利设施。如果您由于健康状况或残障在招聘过程的任何环节需要合理便利设施或者为了履行职位的基本职能请发送电子邮件至 diversityandincl.china@novartis.com 告知您的需求和联系方式,并在邮件中附上您的职位申请编号。

Job ID
REQ-10074430

(高级医药代表 / 资深产品专员)

[Apply to Job](#)



Job ID

REQ-10074430

(高级医药代表 / 资深产品专员)

[Apply to Job](#)

Source URL:

<https://www.novartis.com.cn/careers/career-search/job/details/req-10074430-gaojiyiyaodaibiao-zishenchanpinzhuanyuan-zh-cn>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://www.novartis.com/sites/novartiscom/files/novartis-life-handbook.pdf>
3. <mailto:diversityandincl.china@novartis.com>
4. <https://platform.moseeker.com/m/customize/page/novartis?jobnumber=REQ-10074430>
5. <https://platform.moseeker.com/m/customize/page/novartis?jobnumber=REQ-10074430>