

Commercial Specialist

Job ID
REQ-10078835

5月 25, 2026

Mexico

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

Marketing

地点

Mexico

站点

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Sales

Job Type

Full time

Employment Type

正式

Shift Work

No

```
var config = { targetId: "kalturaplayer6a14eb0e65b73392520804", provider: { widgetId:
```

```
"1Qm7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: {}, sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false }, css : "/modules/custom/arcticnckalturaaddon/css/kalturavideo.css", components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get: KalturaPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if (KalturaPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if (KalturaPlayer.plugins["transcript"]) { config.plugins["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 }; } if (KalturaPlayer.plugins["preventSeek"]) { config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; } config.plugins.floating = { disable: true }; if (KalturaPlayer.plugins["navigation"]) { config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if (KalturaPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; } if (KalturaPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if (KalturaPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if (KalturaPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if (KalturaPlayer.plugins["googleAnalytics"]) { 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"}); } catch (e) { console.error(e.message) }
```

Job ID
REQ-10078835

Commercial Specialist

[Apply to Job](#)



Job ID
REQ-10078835

Commercial Specialist

[Apply to Job](#)

Source URL:

<https://www.novartis.com.cn/careers/career-search/job/details/req-10078835-commercial-specialist-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. <https://novartis.wd3.myworkdayjobs.com/zh-CN/NovartisCareers/job/INSURGENTES/Commercial-SpecialistREQ-10078835>
4. <https://novartis.wd3.myworkdayjobs.com/zh-CN/NovartisCareers/job/INSURGENTES/Commercial-SpecialistREQ-10078835>