

Commercial Specialist

Job ID
REQ-10078835

5月 25, 2026

Mexico

摘要

-Generate the best customer experience to the pharmacy, to all customers served by Customer Care through a deep customer knowledge, personalized and proactive attention. Be the first contact line for the sales force with central, making an exhaustive follow-up of the consultations and / or incidents generated in a client through this. Experienced sales support professionals responsible for delivering key sales support services (Training, analysis, demand planning etc).

About the Role

Major accountabilities:

- Responsible for supporting sales representatives and channel partners in processing orders / returns; providing metrics/ reports to Sales team and also engaging HCPs for expense payout.
- Receive and issue calls to provide a nearby service and customer resolution through

personalized follow-up.

- Advice and provide information on the company's value proposition, regarding products, commercial conditions and added value.
- Track orders, as well as resolve customer doubts about products, prices, delivery, availability and features.
- Record and analyze all the information to help better customer knowledge and enhance customer experience
- Collaborate with Customer Care Manager and Customer Care Process Assurance Lead exchanging information as a development strategy of business and marketing.
- Provide feedback on the efficiency of oriented processes to improve the customer experience.
- Be the first contact line for the sales force with central, making an exhaustive monitoring of the consultations and / or incidents generated for a client.
- Manage the order processing for pharmacies, taking responsibility for the management of the monthly order, as well as for any other operational process that client demands.
- Management of returns due to expired and lack of rotation.
- Stock situation analysis: Internal stocks and level of stock in the channel by wholesaler.
- Calculation of impact in the pharmacy.
- Communication to the sales network and the pharmacy for its management.
- Coordination of the implementation of the value proposition in the pharmacy.
- Implementation of the multi-channel engagement plan with the pharmacy.
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt.
- Distribution of marketing samples (where applicable)

Key performance indicators:

- Customer satisfaction: yearly survey result & multi rater feedback from stakeholders.
- Compliance with order management deadlines.
- NFCM control results related to customer service transactions.

Minimum Requirements:

Work Experience:

- Understanding of sales / commercial processes.

Skills:

- Accounts Receivable
- Calls Handling
- Customer Care
- Customer Experience
- Customer Relationship Management (CRM) Software
- Customer Requirements
- Customer Service
- Operational Efficiency
- Installations (Computer Programs)

- Microsoft Access
- Relationship Building
- Sales
- Salesforce CRM

Languages:

- English

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

Regular

Shift Work

No

```
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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
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(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"]) {
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config.plugins.floating = { disable: true }; if (KalturaPlayer.plugins["navigation"]) {
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false }; } if (KalturaPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; }
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[]; if (KalturaPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {};
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config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } }; }
```

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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) }
```

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