NOVARTIS

# Senior/Advanced Medical/Sales Representative

Job ID
REQ-10084719

八月 09, 2026

Hong Kong Special Administrative Region, China

## 摘要

-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 skilful orchestration of positive customer experiences
- Engage and Build Relationships.
- 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).
- Develop Deep Customer Insights and Understanding -Gather insights on the customer ' s business to uncover what is important to them.
- 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. When facing ethical dilemmas, do the right thing and speak up when things don't seem right.
- Live by Novartis Code of Ethics and Values and Behaviors.
- 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:**

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

**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
General Management

地点
Hong Kong Special Administrative Region, China

站点
Hong Kong

Company / Legal Entity
HK02 (FCRS = HK002) Novartis Pharma

Functional Area
Sales

Job Type
Full time

Employment Type
Regular (Sales)

Shift Work
No

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