Patient Experience & Activation Associate

Job ID
REQ-10090446

十一月 11, 2026

Panama

Available in: English | Deutsch | Español | Français | Italiano | 日本語 | Nederlands | Русский | Slovenščina | Türk | 中文

摘要

#LI-Hybrid

Provide analytics and marketing-services support to Novartis internal customers across CPO, regional marketing and sales teams, translating qualitative and quantitative data into clear insights that enable informed decision-making. The role also contributes to GBS-GCO practice building through knowledge sharing, onboarding and training support, process documentation and knowledge repositories, while partnering with a broader design team to develop promotional marketing materials and support the Patient Support Program across ACC.

This role is based in Panama City, Panama. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

About the Role

Key responsibilities

- Provide low- to medium-complexity analytics and reporting support to CPO, regional marketing and sales stakeholders, aligned with agreed service levels.
- Translate qualitative and quantitative data into clear insights and communicate recommendations that support data-enabled business decisions.
- Manage assigned deliverables through a structured project-management approach, maintaining appropriate documentation and regular stakeholder communication.
- Coordinate multiple stakeholders and projects, prioritizing activities to ensure accurate, timely delivery within established deadlines.
- Perform quality assurance reviews to ensure all reports, analyses and other deliverables meet high standards of accuracy and completeness.
- Create, update and maintain standard operating procedures, process documentation and knowledge repositories for qualitative and quantitative reports.
- Contribute to GBS-GCO practice-building initiatives, including knowledge-sharing sessions, onboarding, training support and broader business activities led by the team.
- Partner with the design team to support the development of effective promotional marketing materials in line with business requirements and applicable standards.
- Report technical complaints, adverse events and special-case scenarios related to Novartis products within 24 hours of receipt, in accordance with company procedures.
- Support the compliant distribution of marketing samples, where applicable.

Essential Requirements

- Bachelor's degree in marketing, business administration, analytics, communications or a related field; professional proficiency in English and Spanish; relevant experience in analytics, marketing services, project coordination or patient-support programs.
- Ability to analyze qualitative and quantitative information and convert findings into clear, practical business insights.
- Strong project-management and organizational skills, with the ability to manage multiple stakeholders, priorities and deadlines.
- High attention to detail and a demonstrated commitment to quality, accuracy and timely delivery.
- Effective written and verbal communication skills, including the ability to present information clearly to cross-functional internal customers.

- Experience creating and maintaining SOPs, process documentation, reports and knowledge repositories.
- Collaborative mindset and ability to contribute to knowledge sharing, onboarding, training and continuous-improvement initiatives.
- Understanding of pharmaceutical compliance requirements, including timely escalation of adverse events and technical complaints.

Commitment to Diversity and Inclusion: 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
Marketing

地点
Panama

站点
Panama

Company / Legal Entity
PA01 (FCRS = PA001) Novartis Pharma (Log) Inc

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId: "kalturaplayer6af66f4b6c071634524420", provider: { widgetId: "10m7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, muted: false, loop: false }, sources: { options: {}, startTime: 0 }, disableUserCache: "true", plugins: {}, sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [{ presets: ['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get: kPlayer.ui.components.Remove }] } }; // Check and add plugins only if they exist if (kPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if (kPlayer.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 (kPlayer.plugins["preventSeek"]) { config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; } config.plugins.floating = { disable: true }; if (kPlayer.plugins["navigation"]) { config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; } if (kPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; } if (kPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if (kPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if (kPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents = []; if (kPlayer.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 } }; }

// Ensure the global player registry array always exists, regardless of embed type. window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise =

thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbnailEmbed() returns a Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to capture the player directly. thumbEmbedPromise .then(function(player) { window.kalturaPlayerVideos.push(player); // Notify kaltura datalayer.js that a new player is ready so it can // attach custom event listeners immediately, regardless of when // the user clicked the thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', { detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) { console.error(e.message) }

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