# (高级医药代表 /资深产品专员

Job ID
REQ-10092844

十一月 16, 2026

China

## 摘要

The Representative supports customer engagement through scientific exchange and product information delivery, contributes to business priorities and serves our patients, collaborates across functions, and operates in compliance with applicable laws, regulations, and company policies.

负责开展药品信息传递与学术沟通，促进客户互动、业务战略落地及患者获益；积极开展跨职能协作，并严格遵守国家法律法规及公司合规要求。

## About the Role

**Job Description 职务描述**

- Build and maintain professional relationships with healthcare professionals and relevant stakeholders through high-quality customer engagement and scientific exchange.
- Understand customer needs and the healthcare environment to provide accurate and

professional product information.
- Leverage customer insights and available data to develop and continuously optimize engagement plans.
- Deliver personalized engagement experiences through appropriate channels and resources.
- Collect and share customer feedback, market observations, and healthcare insights on an ongoing basis.
- Collaborate with cross-functional teams to support solutions addressing patient and customer needs.
- Conduct all interactions with integrity, professionalism, and compliance while living the Novartis Values and Behaviors.
- Ensure timely reporting of technical complaints, adverse events, and special case scenarios in accordance with company requirements.
- Manage product sample activities, where applicable, in line with company policies and procedures.
- 建立并维护与医疗卫生专业人士及相关利益相关方的专业合作关系，开展高质量客户互动和学术交流活动。
- 深入了解客户需求及医疗健康环境，提供专业、准确的药品信息支持。
- 运用客户洞察和相关数据制定并持续优化客户互动计划。
- 根据客户需求，运用适当渠道开展个性化客户互动，提升互动体验和专业价值。
- 持续收集客户反馈、市场动态及医疗实践相关信息，并及时分享相关洞察。
- 与跨职能团队协作，共同支持患者需求和客户需求解决方案的实施。
- 以诚信、合规和专业的方式开展客户互动，践行诺华价值观和行为准则。
- 按要求及时报告产品质量投诉、不良事件及特殊情况。
- 根据相关政策和流程要求，负责产品样品管理工作（如适用）
- **Key performance indicators:** · To be populated at local level, based on the guidance that will follow from IMI Field Engagement Performance Management Council outcomes.
    - 根据相关指导原则及组织要求，由当地团队结合实际情况制定。

**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
Zhengzhou (Henan 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

var kPlayer = KalturaPlayer55802022 || KalturaPlayer; var config = { targetId: "kalturaplayer6afaf08b094ed911151543", 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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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。

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