

# Customer Engagement Partner

Job ID  
REQ-10044867  
Mar 18, 2025  
Taiwan

## Summary

Plays a central role in developing and co-creating of compelling customer focused services and solutions from product and beyond. Orchestrating the implementation of TA key tactics by connecting TA strategy to customer/stakeholder needs. Monitor execution and assure excellence and coherence with Novartis strategy & customer needs.

## About the Role

### Major accountabilities:

- Become the bridge between internal team and customers and effectively bring insights to cross-functional teams

### Health-care professionals support and engagement

- Find ways to improve understanding of customer needs or to gather additional insights
- Develop and implement engagement plan to connect TA strategy to the market
- Develop and manage services to support customer journey
- Translate TA strategy into field execution KPIs; co-create the performance monitoring plan with cross functional team

### Health-care system support and engagement

- Deep dive in patient journey pain points in the healthcare system, co-create sustainable solution with cross-functional team, implement, and follow results
- Collaborate with healthcare professionals to improve disease awareness and patient education
- Develop and manage patient support programs with cross-functional team

### Ethics and Compliance

- Contribute proactively to build a credible image and positive reputation for Novartis
- Work within any given legal framework, Novartis Ethics and Compliance policie

### Key performance indicators:

- Effectiveness of customer journey enhancement activities/programs
- Impact of patient journey/health-care system support e.g. program coverage, patient outcome
- 100% compliance

### Minimum Requirements:

**Work Experience:**

- Excellent Stakeholder engagement – Building trustful relationships
- Execution excellence, growth mindset and self-managed
- Experience in coordinating cross-functional teams and co-creating solutions
- Project excellence
- Knowledgeable of relevant disease area, patient journey and treatments available
- Handling quality metrics & issues.
- Sales experience in multinational companies.
- Key account management experience is a plus
- Innovative & Analytical Technologies.

**Skills:**

- Key Account Management.
- Accountability
- Cross-function Collaboration
- Commercial Excellence
- Compliance
- Customer Engagement
- Market Development
- Problem Solving Skills
- Effective process management

**Languages :**

- Mandarin fluency, English fundamental

**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>

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Division

International

Business Unit

Universal Hierarchy Node

Location

Taiwan

Site

Taipei

Company / Legal Entity

TW03 (FCRS = TW003) Novartis (Taiwan) Co. Ltd

Functional Area

Sales  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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