

# RLT Health Care System Lead

Job ID  
REQ-10009084  
Sep 02, 2024  
South Korea

## Summary

- Spearheading the activation of new centers and ensuring optimal capacity for Radioligand Therapy (RLT) treatments, enhancing access and efficiency in patient care pathways
- Collaborating with sales representatives to equip centers with the necessary tools and expertise for seamless onboarding, fostering a network conducive to patient referrals and comprehensive RLT care solutions
- Driving strategic partnerships with healthcare stakeholders to address infrastructure barriers, fostering innovation and efficiency in theragnostic approaches for enhanced diagnosis and treatment outcomes

## About the Role

**Internal Role Title:** RLT Health Care System Lead

**Location:** Seoul, Korea #LI-Hybrid

**Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.**

## Key Responsibilities:

- Be a point of contact at account & regional level for process focused on the new centers activation and ensure enough capacity of each center for RLT treatment
- Work together with sales reps to provide capability expertise on center onboarding toolkit and on-site presentations to onboard new centers
- Work together with sales reps to identify patient referral pathways between RLT centers and non-RLT centers
- Introduce and market RLT Care solutions to HCPs and key accounts to build competitive advantage
- Lead customer service specialist, to ensure on time delivery of RLT products and with high customer satisfaction
- Providing high quality customer service/ excellent customer feedback
- Work closely with all external & internal stakeholders directly involved in the patient journey to gain a deep understanding of their needs to enhance RLT capability
- Identifying barriers with a particular focus on healthcare infrastructure and systems of care for RLT and lead the way to innovative solutions with external stakeholders (Regional Scientific Societies, Hospitals etc) that

overcome barriers in order to increase the efficiency of diagnosis & treatment of theragnostic approach

- Attention to details/Accuracy – ensuring that all reports, data inputs and information
- Provided to internal and external stakeholders are accurate and of high quality service

**Essential Requirements:**

- Experience working in a customer service environment
- A person who are passionate and interested in the challenge of trying new technologies and confident of success
- A person who has strengths in communication and cooperation with cross functional team and 3rd party logistics provider
- Providing high quality customer service / excellent customer feedback

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## RLT Health Care System Lead

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