

# Medical Representative - CVRM

Job ID  
REQ-10020666  
Sep 02, 2024  
Singapore

## Summary

- Location: Singapore #LI-Hybrid
- 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

### Key Responsibilities:

- Drive sales performance and competitive sales growth through the skillful orchestration of positive customer experiences
- Identify and prioritize high-potential customers through data analysis (HCPs and stakeholders) who influence prescription decisions
- 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.

### **Essential Requirements:**

- 3+ years of pharma sales experience(Cardio-metabolism portfolio experience is a big plus)
- Scientific educational background

**You'll receive:** You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

### **Commitment to Diversity and Inclusion:**

Novartis is an Equal Opportunity Employer and take pride in maintaining a diverse environment. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, gender, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status. We are committed to building diverse teams, representative of the patients and communities we serve, and we strive to create an inclusive workplace that cultivates bold innovation through collaboration and empowers our people to unleash their full potential.

**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>

**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:

<https://talentnetwork.novartis.com/network>

**Benefits and Rewards:** Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

International

Business Unit

Innovative Medicines

Location

Singapore

Site  
Mapletree Business City (MBC)  
Company / Legal Entity  
SG04 (FCRS = SG004) Novartis Singapore Pte Ltd  
Functional Area  
Sales  
Job Type  
Full time  
Employment Type  
Regular (Sales)  
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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