

# Process Control & Commercial Projects Expert

Job ID  
REQ-10032625  
Dec 09, 2024  
Egypt

## Summary

Location: Cairo, Egypt #LI-Hybrid

About the Role:

As a Process Control & Commercial Projects Expert, you will be responsible for ensuring proper communication, implementation, and follow up on commercial projects through the customer services department. Maintaining and updating contracts related to the customer service department in coordination with the legal team. Managing and updating the customer service SOPs with related functions.

## About the Role

### Key Responsibilities:

- Follow up with the stakeholders on all commercial projects to ensure that the project meets its business objectives and guidelines. Develops and maintains a detailed project schedule, which includes administrative tasks, and all parties involved in the project.
- Ensure that the commercial project has valid approval and a valid contract (in case there is any). Ensure that the consents of the commercial projects are updated and revised by the legal team.
- Coordinate with project stakeholders on an ongoing basis. Report to the management on the development of the project. Prepare and edit project meeting minutes, presentations, and tables.
- Track the project milestones and suggest any corrective actions within project time. Develop and deliver progress reports, proposals, requirements, and presentations. Reporting and analyzing project results.
- Track the in-market sales received from the distributor to prepare IPP sample report and any other tracking report sent during the month. Prepare any accruals related to the commercial projects and send it to finance department. Handle the communication and the proper execution of commercial projects internally and externally with the distributors.
- Solving problems with the distributors involved in projects. Ensure that the projects' rules and regulations are communicated clearly and are being followed properly by third parties.
- Ensure that all the execution processes related to each commercial project are mentioned in the related SOPs. File all project documents (hard and soft copies). Manage and update the customer services department SOPs. Perform any changes needed and guarantee proper training for the customer services department SOPs.
- Track the validation date of Customer Service department SOPs and follow up on the renewal process.
- Follow up and update distributors' main contracts in coordination with the legal team.
- Create a contract tracker to track customer service contracts and their validation contracts. Follow up on the issuance of any new contract related to the customer service department in coordination with the

related stakeholders.

### **Essential Requirements:**

- Bachelor's Degree in a relevant discipline.
- Minimum 2 years of experience in relevant Finance or Commercial, Regulatory Affairs and/or Quality in MNCs in the Pharma/Healthcare industry.
- Strong English language proficiency.
- Advanced Communication skills.
- Strong cross-functional collaboration skills.

### **Desirable Requirements:**

- Distributor Management experience.
- Financial background.

### **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.

Novartis is a proud member of the *ILO Global Business and Disability Network* and the *Valuable 500*, promoting the inclusion of people with disabilities in workplaces around the world. We also collaborate with international partners, such as *Disability: IN*, *Purple Space*, and *Business Disability Forum* to identify and develop best practice solutions to enable people with disabilities to participate as equal members of our organization.

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

### **Skills:**

- Accounts Receivable.
- Calls Handling.
- Curiosity.
- Customer Care.
- Customer Experience.
- Customer Relationship Management (CRM) Software.
- Customer Requirements.
- Customer Service.
- Efficiency.
- Installations (Computer Programs).
- Microsoft Access.
- Microsoft Excel.
- Mobile Devices.
- Relationship Building.
- Sales.
- Salesforce CRM.

### **Languages :**

- Arabic.

- English.

**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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**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

Egypt

Site

New Cairo

Company / Legal Entity

EG02 (FCRS = EG002) Novartis Pharma S.A.E

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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1. <http://www.businessanddisability.org/members/>
2. <https://www.thevaluable500.com/members>
3. <https://disabilityin.org/>
4. <https://www.purplespace.org/>
5. <https://businessdisabilityforum.org.uk/>
6. <https://www.novartis.com/about/strategy/people-and-culture>
7. <https://talentnetwork.novartis.com/network>
8. <https://www.novartis.com/careers/benefits-rewards>
9. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/New-Cairo/Process-Control---Commercial-Projects-Expert\\_REQ-10032625](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/New-Cairo/Process-Control---Commercial-Projects-Expert_REQ-10032625)
10. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/New-Cairo/Process-Control---Commercial-Projects-Expert\\_REQ-10032625](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/New-Cairo/Process-Control---Commercial-Projects-Expert_REQ-10032625)