

Customer Engagement Manager

Job ID
REQ-10057129
Jul 07, 2025
Netherlands

Summary

At Novartis, we're reimagining how healthcare connects with people. As a Customer Engagement Manager, you'll take ownership of your territory to shape meaningful experiences across the patient journey, lead smarter, more personalized customer engagement, and bring innovative therapies to life faster. This is a high-impact position at the intersection of strategy, customer insight, and digital execution—where your ideas, agility, and initiative drive real change. You'll collaborate closely with your cross-functional squad to break down silos and build seamless solutions for patients and healthcare professionals.

About the Role

What You'll Do

- Lead the implementation of innovative treatments in your territory, turning insight into action to improve patient access and outcomes.
- Design and deliver account plans that are focused, flexible, and results-driven—with strong input from a collaborative, cross-functional team.
- Act as a trusted resource for HCPs, delivering relevant, science-based information through the right channels at the right time.
- Build and grow a strong network of healthcare partners, anticipating opportunities to move faster and make a bigger impact.
- Facilitate peer-to-peer knowledge exchange and encourage open, informed conversations within the medical community.
- Take a leadership role in coordinating across functions—bringing the best of medical, commercial, and access perspectives into every interaction.
- Keep an eye on what's next—whether it's new insights, new tools, or new ways to engage—and apply it with a learning mindset.

Who You Are

You bring energy, curiosity, and a strategic mindset to everything you do. You're not just comfortable with change, you see it as an opportunity. You're quick to build relationships, ready to adapt, and always looking for smarter ways to work.

Your Background

- Academic degree in science, economics, or a related field.
- Fluent in Dutch and English, both spoken and written.
- Experience in account or customer management, with strong interpersonal and communication skills.
- Understanding of the healthcare landscape and how it's evolving.

- Experience with project coordination; working across teams comes naturally to you.
- Previous exposure to product launches or work in a medical/scientific setting is a plus.

Why Join Us

- Be part of a team that's transforming how healthcare is delivered—one patient, one product, one interaction at a time.
- Work in a culture that values collaboration, experimentation, and ownership.
- Gain exposure to the full spectrum of the healthcare journey—while making a real difference along the way.
- Access learning, tools, and teammates that support your growth and ambition.

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

Netherlands

Site

Amsterdam

Company / Legal Entity

NL08 (FCRS = NL008) Novartis Pharma NL

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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