

Medical Representative - CRM Eldoret

Job ID
REQ-10045796
Mar 25, 2025
Kenya

Summary

To build and execute business plans to meet sales goals for assigned territory. To develop effective professional business relationships with customers that support delivery of business results across a range of products. To differentiate Novartis as a leader in general therapeutic areas.

About the Role

Major accountabilities:

- Responsible for maximizing sales of designated company products in the assigned territory. This will be achieved through full coverage of target customers, coverage and frequency targets through face-to-face interactions and meetings, and deliver agreed customer centric activities within operating budget.
- Deliver persuasive sales presentations in order to change prescribing habits in line with appropriate use of products. Consistent with customer expectations of quality of service and personal interactions.
- Maintain and enhance knowledge of products, company developments, customers, and competitors. This will also include a full and complete knowledge of the product information and relevant clinical papers, and clinical developments within the therapeutic area.
- Ensure the accurate and timely completion of all territory reports, maintenance of territory records, handling of enquiries and complaints quickly and professionally and in accordance with company procedures.
- Contribute positively to the Sales and Marketing team through co-operative relationships and collaborative efforts to achieve team and company objectives. This will include input into effective use of promotional funds and territory sales forecasting.
- Ensure the prompt reporting of adverse events to the Patient department in accordance with company procedures.
- Have knowledge and comply with the KAPI code of conduct and hospital protocol regarding ethical promotion and representative activity.
- Demonstrate behaviours in accordance with Novartis Core values.
- Makes effective use of available commercial excellence technologies and channels to support sales calls; effective use of administrative systems and timely processing of territory business expenses (Analyse and report on sales, monthly plans, call activity on a monthly basis)
- Seek and obtain clinic/hospital formulary listing for Novartis products where appropriate
- To develop thought-leaders and speakers, conduct promotional programs and represent and promote Novartis as a leader in the assigned therapeutic area.
- Works effectively with other Novartis stakeholders and with resources in Sales and across other functions (e.g. MSL, KAM) to achieve sales targets.
- **Ethics and Compliance:**

- Works within Ethics and Compliance policies and ensures those around him/her do the same
- Works to ensure a diverse and inclusive environment, free from all forms of discrimination and harassment.
- Adhere to the BeSure guidelines

Key performance indicators:

- Assigned targets
- Contact rate and coverage (daily contact rate vs. benchmark)
- Meetings spend vs. budget
- Therapy/product knowledge including tertiary evaluations of progress
- Delivery of customer centric activities – dependent on individual and in agreement with District manager
- Territory administration – reports completed accurately and to timescales

Minimum Requirements:

Education:

- Bachelor's degree educated in relevant discipline OR life science degree,

Work Experience:

- 3-6 years' experience in pharmaceutical/medical sales, or allied industry
- Proven, successful field track record preferably in business-to-business environment
- Knowledge of Pharma industry and its changing environment
- Professional accomplishments that reflect achievement orientation, self-motivation, initiative, independence, and strong customer service orientation
- Cardiovascular portfolio experience

Skills:

- KOL Engagement
- Account Management.
- Commercial Excellence.
- Communication Skills.
- Compliance.
- Cross-Functional Coordination.
- Customer Insights.
- Ethics.
- Influencing Skills.
- Negotiation Skills.
- Selling Skills.
- Technical Skills.

Languages :

- 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>

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

Corporate Affairs

Business Unit

Innovative Medicines

Location

Kenya

Site

Kenya

Company / Legal Entity

KE03 (FCRS = KE003) NVS Kenya Limited

Functional Area

Sales

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

[Apply to Job](#)

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

Job ID

REQ-10045796

Medical Representative - CRM Eldoret

[Apply to Job](#)

Source URL: <https://prod1.novartis.com/careers/career-search/job/details/req-10045796-medical-representative-crm-eldoret>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>

2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Kenya/Medical-Representative---CRM-Eldoret_REQ-10045796
5. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Kenya/Medical-Representative---CRM-Eldoret_REQ-10045796