

Customer & Patient Experience Manager

Job ID
REQ-10051427

May 07, 2025

Egypt

Summary

We are seeking a dynamic and empathetic Customer & Patient Experience Manager to join our team. In this role, you will be responsible for enhancing the overall experience of our customers and patients by implementing innovative strategies and ensuring exceptional service delivery. You will work closely with various departments to identify areas for improvement and develop solutions that align with our commitment to excellence in patient care and customer satisfaction.

About the Role

#LI-Onsite

Customer & Patient Experience Manager

Major accountabilities:

- **Develop and Implement Strategies:** Drive organization CX performance across key brands. Create and execute strategies to improve customer and patient satisfaction, ensuring a seamless and positive experience at all touchpoints. Understand TA business objectives, opportunities/challenges priorities.
- **Monitor and Analyze Feedback:** Collect, analyze, and act on feedback from patients and customers to identify trends and areas for improvement. Assess / manage Customers & patients' journey / insights with brand teams
- **Collaborate with Cross-functional teams:** Work closely with clinical, branding, marketing, and support teams to ensure a cohesive approach to patient and customer care. Act as change agent supporting Egypt brand team's mindset, capabilities & implementation.
- **Training and Development:** Participate in designing and delivering training programs for staff to enhance their customer service skills and understanding of patient needs.
- **Quality Assurance:** Establish and maintain quality assurance standards for Novartis customer & patients communication plans & assets to ensure consistent and high-quality experience.
- **Problem Resolution:** Support brand teams in building customer / patients' engagement plans / execution / monitoring.
- **Reporting and Metrics:** Develop and maintain reports on customer and patient experience metrics, presenting findings to senior management and recommending improvements.

Work Experience:

- Strong background in Marketing / Digital Marketing.
- A minimum of 2 - 3 years of relevant experience in patient experience management within a reputable pharmaceutical company.
- Proven expertise in Data Analytics & Digital Insights.

Skills:

- Strong leadership and interpersonal skills.
- Excellent communication and problem-solving abilities.
- Proficiency in data analysis and reporting.
- Ability to work collaboratively across departments.
- Empathy and a patient-centered approach.
- Well-developed Project Management skills.

Languages:

- English & Arabic

Commitment to Diversity & 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, representatives of the patients and communities we serve, and we strive to create an inclusive workplace that cultivates bold innovation through collaboration and empower 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>

部門

International

部門

Innovative Medicines

国

Egypt

勤務地

New Cairo

Company / Legal Entity

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

Functional Area

Marketing

職種

Full time

雇用形態
Regular

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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