

# Customer Engagement Lead

Job ID  
REQ-10039380  
Apr 16, 2025  
Netherlands

## Summary

Are you a dynamic sales leader with a passion for customer engagement in cardiology? Do you want to make a difference for patients with cardiovascular diseases? We are seeking a talented and motivated Customer Engagement Lead to join our team in the Netherlands. This role is for an experienced and inspiring people leader who is ready to build a career within a leading company.

## About the Role

### Responsibilities

- Lead and coach: Guide a team of customer engagement managers responsible for product promotion in the Netherlands.
- Build team capabilities: Coach and develop the team in line with our customer engagement programs.
- Account planning: Plan, implement and share successes & learnings across franchises and the region.
- Brand performance: Drive adoption & performance targets of the brand.
- Change leader: Establish a positive culture and foster cross-functional collaboration within the brand team squads.
- Hiring and training: Recruit, train, and develop customer engagement managers with both scientific/medical knowledge and communication/behavior change skills.
- Utilize engagement channels: Coach and train the team on using all available engagement channels and new digital tools, personalizing the channels mix and tailoring content for optimal engagement.
- Consolidate insights: Report key customer insights and coordinate with relevant NVS stakeholders to address these insights.

### Qualifications

- Proven experience in leading and coaching teams within the pharmaceutical industry.
- Proven experience with pharmaceutical sales.
- Strong knowledge of account planning and implementation.
- Excellent communication and interpersonal skills.
- Ability to drive change and foster a positive team culture.
- Experience with digital engagement tools and channels.
- Proficient in consolidating and reporting customer insights.
- Passionate about people leadership
- Fluent Dutch & English

Join us and be a part of a team that values innovation, collaboration, and excellence in customer engagement. Apply now to lead the future of pharmaceutical customer engagement in the Netherlands!

**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

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

Temporary (Sales Manager) (Fixed Term)

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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