

# Customer Engagement Manager

Job ID  
REQ-10052220  
Aug 11, 2025  
Jordan

## Summary

To achieve agreed sales, productivity, and performance targets by developing and delivering strategies to reach more patients faster while providing a seamless customer experience. This includes creating and executing an industry-leading service for healthcare teams at RLT treatment centers, supporting the end-to-end operational process from product request to delivery, and identifying opportunities to enhance customer experience.

## About the Role

### Major Accountabilities

- Meet or exceed sales targets within agreed budgets and timescales.
- Engage with multi-disciplinary teams in key accounts to support center onboarding to Novartis RLTs, including future launches.
- Demonstrate advanced scientific knowledge of disease and products within the therapeutic areas of the franchise.
- Master excellent communication skills to engage with key scientific leaders and decision-makers in key accounts.
- Gain and communicate business and therapy area insights internally within cross-functional teams.
- Achieve agreed contact, coverage, and frequency targets through face-to-face meetings and deliver customer-centric activities within the operating budget.
- Promote defined Novartis products according to campaign briefs and policies.
- Ensure outstanding personal and team knowledge of Novartis priority products, technical information, product strategy, positioning, key messages, and programs.
- Administer territory business effectively, maintaining high-quality record systems, daily communication with administrative systems, and timely processing of territory business expenses.
- Establish, maintain, and improve the customer experience in Novartis RLT by implementing a customer-centric approach to operations management for treatment centers.
- Act as a bridge between manufacturing, supply functions, commercial, clinical, and medical teams to facilitate timely and safe delivery of patient treatment.
- Provide comprehensive customer care and support external and internal stakeholders with various activities.
- Lead RLT to ensure an optimal customer experience in RLT ordering, order tracking, and issue resolution.
- Launch and implement the RLTCare program, ensuring alignment with international strategies and local objectives.
- Ensure timely response on customer hotline, generic email, and other communication channels.

- Conduct training sessions for treatment centers to ensure they have the necessary knowledge and skills to utilize the RLT platforms effectively.
- Prioritize customer needs and co-create customer-centric approaches to deliver seamless and personalized customer experience and engagement.
- Lead and contribute to process improvement projects to streamline processes, improve accuracy, and enhance efficiency.
- Minimize delivery time while maintaining reliability through efficient coordination and proactive planning.

### **Key Performance Indicators**

- Sales and market share targets.
- Key account onboarding checklist completion for RLT readiness.
- Contact rate and coverage.
- Therapy/product knowledge.
- Delivery of RLT account mapping updates.
- Territory administration.
- Timely patient treatment by executing relevant order management, logistics, and customer service programs efficiently and compliantly.
- Minimize required “door-to-door” delivery time while ensuring reliability of anticipated delivery dates.
- Efficiently and compliantly execute relevant order management and customer service programs.
- Build trust and confidence with internal and external customers.
- Support key customer initiatives to address gaps in RLT patient management.
- Utilize Novartis platforms, programs, tools, and communication materials to address customer needs effectively.
- Identify key drivers of a successful RLT Operations Support Program and actively participate in its development.
- Evaluate programs and services through internal and external customer satisfaction measures.
- Ensure compliance with all laws, regulations, and policies governing the conduct of customer service programs or activities.
- Ensure RLTcare program seamless execution.

### **Compliance**

- Ensure adherence to all relevant Novartis policies and procedures for self and team.
- Execute timely CAPA implementation and documentation for any audit findings.
- Ensure Information Security & Risk Management (ISRM) and data integrity compliance.
- Execute Business Continuity for the Program’s responsibilities.

### **Ideal Background**

#### **Education**

- Bachelor’s in pharmacy or life science degree.
- Operational degree or MBA preferred.

#### **Languages**

- Arabic and English fluency required.

#### **Experience**

- Minimum of 5 years of successful selling track record in the pharma environment.

- Supply chain/logistics, KAM experience preferred.
- Understanding of the pharmaceutical industry and healthcare business service offerings and customer needs.
- Strong track record of successful team collaboration and delivery of results.
- Oncology and/or Prostate cancer experience is preferred.

## **Skills**

- Excellent communication skills (verbal, written) with the ability to establish relationships and address customer issues.
- High level of emotional intelligence, agility, empathy, and problem-solving skills.
- Ability to operate in ambiguity and adapt to change.
- Problem-solving skills and a new solutions mindset.
- Collaborative mindset to manage local and regional cross-functional interactions.
- Strategic thinking to anticipate and plan for critical needs to support centers.
- Proficient at uncovering customer-based insights/needs and leveraging this knowledge to drive satisfaction and process improvements.
- Ability to work well across a matrix organization with strong collaboration skills.
- Advanced digital skills.
- Operational efficiency.

**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

Pharma

Business Unit

Innovative Medicines

Location

Jordan

Site

Jordan

Company / Legal Entity

JOP0 (FCRS = CH024) NPHS RO Jordan

Functional Area

Sales

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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