

Customer Experience & Content Partner

Job ID

393467BR

Apr 16, 2024

Ukraine

Summary

-Global / regional / local sub-function specialists within a specific marketing sub function -First line managers of professionals, OR global and/ or functional specialists with responsibility for a business activity rather than a team and deep technical know-how. -Lead all types of customer meetings execution to make sure the activities comply with all company policies, procedures and other regulations and ensure a good cooperation/coordination with relevant business teams to achieve the targeted result and savings, and increase customer satisfaction.

About the Role

Major accountabilities:

- Lead overall event implementation for assigned meetings to ensure all of them comply with company policies, procedures and regulations -Based on business understanding, develop execution plan & detailed requirements of C&Es with internal customers -Cooperate with internal customers to communicate market and product trends, learn best case from competitors, analyze customer needs and requests in order to identify best event solutions to drive and achieve customer satisfaction and make sure our activities aligned with brand strategy -Engage the creative process of C&E and provide the contribution; continuously improve the capabilities to be the expert for C&E design and execution to provide more contribution for business -Cooperate with sourcing team on vendor selection and evaluation -Cooperate with Logistics team to make sure smooth and excellent execution for all types of customer meetings -Collect external customer feedback during the meeting and provide them to internal customers -Provide analysis report on category ,amount, participants and other facts after activities closed -Provide training for C&E operation guidance to internal customer -Achieve departmental objectives in terms of marketing strategy, targeted result, event and compliance management, saving target -Manage key event/congress timelines and deliverables to ensure all elements are being created, produced and delivered on time -Act as lead day-to-day event manager to ensure all teams are aligned and engaged as needed -Coordinate communication among business team, FF and C&E logistics team -Build strategy for emergency case handling -Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt -Distribution of marketing samples (where applicable)

Key performance indicators:

- Internal and external customer satisfaction -Budget Control Execution in implement a new technologies (customer satisfaction) -C&E execution quality and result -Compliance, finance and NP4 adherence

Minimum Requirements:

Work Experience:

- Cross Cultural Experience.
- Operations Management and Execution.
- Project Management.

Skills:

- NA.

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>

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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.

Division

International

Business Unit

Innovative Medicines

Location

Ukraine

Site

Kyiv

Company / Legal Entity

UAP0 (FCRS = CH024) NOPH SERVICES UKRAINE

Functional Area

Marketing

Job Type

Full time

Employment Type

Regular

Shift Work

No

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