

# Manager

Job ID  
REQ-10003631  
Sep 03, 2024  
India

## Summary

Explore, develop, implement and evaluate Digital innovation solutions that address customer needs. Co-create with key stakeholders to build partnerships and collaborations -Leads the delivery of multiple projects across a variety of creative and marketing channels, including print and digital media.

## About the Role

Position Title: Manager

Location – Hyd |India| #LI Hybrid

### About the Role:

Acts as a function level SME, works on multiple client engagements with collaborating with teams members to produce high quality results. Provide though leadership and innovation, lead initiatives of process excellence and possesses very strong analytical skills

### Your responsibilities include, but are not limited to:

- Help develops new service offerings in close collaboration with functional and account management teams
- Build and deliver below customer requirements as per agreed SLAs (timeliness, accuracy, quality, etc) and drive excellent customer service
- Hands on to Customer segmentation & targeting, Field-force optimization, Territory alignment, Incentive compensation (Plan-Design-Admin), Territory sales performance reports, Activity (QTQ) performance reports, Others SFE support, Call plan management and Territory action plan report
- Deliver services through structured project management approach with appropriate documentation and communication throughout the delivery of services

### What you'll bring to the role:

- Should be customer service oriented and strong and proactive business results-focus, and proven track record to provide insights that increase efficiency
- Support team leaders in recruitment and on-boarding of new associates within the organization. Leads capability building by actively prioritizing various knowledge sharing sessions that enables growth and improves quality of CSP Hyd deliverables across the function.
- Stay in sync with all internal functional operating procedures like time tracking, critical metric tracking and strong analytical thinking with problem solving approach.
- Build and maintain standard operating procedures (SOPs), quality checklists that will enable excellent

quality outputs for all outputs within the function. Develop and maintain knowledge repositories that captures qualitative and quantitative reports of brands, disease areas, macroeconomic trends of Novartis operating markets, etc.

- Reporting, and other internal systems and processes. Comply to all Novartis operating procedures as per legal / IT / HR requirements

#### **Desirable requirements:**

- University/Advanced degree is required, Master's degree in fields such as business administration, finance, computer science or technical field is preferred
- Experience (8+ years) in |Hands-On | Snowflake (SQL), ETL, Data Model Design IC, Pharma Analytics in a market research firm or pharmaceutical company or Pharma KPO and should have an understanding of Pharmaceutical business including its regulatory environment.

#### **Why Novartis**

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us!

Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

You'll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, Join the Novartis Network here: <https://talentnetwork.novartis.com/network>.

Commitment to Diversity & Inclusion: :

*We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.*

**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

Operations

Business Unit

CTS

Location

India

Site  
Hyderabad (Office)  
Company / Legal Entity  
IN10 (FCRS = IN010) Novartis Healthcare Private Limited  
Functional Area  
Marketing  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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