

# Associate Sales Manager

Job ID

REQ-10016094

Juli 18, 2024

Hong Kong Special Administrative Region, China

## Summary

The First Line Sales Manager (FLM) drives sales performance by leading a diverse commercial team and engaging with key stakeholders to drive tailored customer experiences and deliver value. They recruit, develop, retain and coach individuals to successfully deliver on strategic and commercial territory objectives. They instill a culture of high performance and accountability that inspires and motivates the team to execute on customer-centric brand strategy and tactics in a compliant and ethical way. The FLM leads executes and follows up on brand strategy and tactics in their regions, sharing field insights in order to drive customer engagement and performance.

## About the Role

### Major accountabilities:

- Accountable for achieving own and team's agreed sales, productivity and performance targets. Creates and executes business plans to drive this achievement, and is responsible for brands' strategic and tactical planning in line with company strategy and standards. Works independently to maintain existing clients and to develop new business opportunities.
- Manages and optimizes effective allocation of resources to deliver required business results. Manages area sales and expense budgets. Serves as a communication bridge from Senior Management to Sales Representatives / Product Specialists.
- Leads a high-performing team of Medical Representatives / Product Specialists; hires, trains and develops them as necessary; provides coaching and feedback to the team.
- Manages relationships with key accounts' decision makers, key opinion leaders, patient associations; and other colleagues across business functions to achieve desired results.
- Masters product knowledge and disease area knowledge; and coach the team on the same. Gathers and is updated on required information regarding the market, key competitors' market data, pricing intelligence, key accounts etc.
- Ensures Excellency in Customer Satisfaction and Customer Services. Complete all reporting and administrative requirements in a timely and accurate manner.
- Operates within Novartis compliance, policies and procedures; and creates a culture that ensures all reports, direct and indirect, do the same.

### Key performance indicators:

- To be populated at local level, based on the guidance that will follow from IMI Field Engagement Performance Management Council outcomes.

**Minimum Requirements:****Work Experience:**

- University graduate with life science background.
- At least 1 year's people management experience in Pharmaceutical industry
- Hema/Onco experience is preferable
- Strong Ownership, Ability to effectively collaborate and influence with X-functions, good leadership

**Skills:**

- Analytical Skill.
- Change Management.
- Coaching.
- Collaboration.
- Commercial Excellence.
- Complexity Management.
- Compliance.
- Ethics.
- Healthcare Sector.
- Leadership.
- Management.
- Mentorship.
- Problem Solving Skills.
- Professional Communication.
- Team Work.

**Languages :**

- English.

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*(If something more country specific please use - editable Section unique to each country/function – share what you can)*

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Novartis is committed to building an outstanding, inclusive work environment and diverse team's representative of the patients and communities we serve.

**Accessibility and Accommodation:**

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[diversityandincl.china@novartis.com](mailto:diversityandincl.china@novartis.com)

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Innovative Medicines International & Chief Commercial Office

Business Unit

Innovative Medicines

Standort

Hong Kong Special Administrative Region, China

Site

Hong Kong

Company / Legal Entity

HK02 (FCRS = HK002) Novartis Pharma

Functional Area

Der Umsatz

Job Type

Full time

Employment Type

Regular (Sales Manager)

Shift Work

No

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