

Sales Manager

Job ID

REQ-10073849

Mar 11, 2026

LOC_HK

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.
- 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:

- Achievement of sales revenue and market share targets vs plan.
- Management of operating expenses within agreed budgets through effective monitoring and reporting systems.
- Customer Satisfaction and Key accounts relationship maintenance within the Assigned territory.
- Field force efficiency, Product launch Success Rate.
- Development of patient and customer centric programs.
- Med Reps' performance within the assigned territory

Minimum Requirements:

Work Experience:

- Sales in Healthcare / Pharma / related business.
- Pre-launch activities.
- Market Knowledge and Network is desirable.
- Able to understand changing dynamics of pharmaceutical industry.

Skills:

- Analytical Skill

- Change Management
- Coaching
- Collaboration
- Commercial Excellence
- Complexity Management
- Compliance
- Professional Ethics
- Health Care Industry
- Leadership
- Management
- Mentorship
- Problem Solving Techniques
- Professional Communication
- Team Work

Languages:

- English

Role Requirements

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

Division

DIV_IM

Business Unit

Sales

Location

LOC_HK

Site

Hong Kong

Company / Legal Entity

HK02 (FCRS = HK002) Novartis Pharma

Functional Area

FCT_SA

Job Type

Full time

Employment Type

Regular (Sales Manager)

Shift Work

No

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