

# Medical Representative - Immunology, Ophthalmology & SMA

Job ID

REQ-10070168

Jun 02, 2026

LOC\_SG

## About the Role

Major accountabilities:

### Drive Competitive Sales Growth

- Identify and prioritize high-potential customers through data analysis (HCPs and stakeholders) who influence prescription decisions.
- Drive sales performance through the skilful orchestration of positive customer experiences

### Engage and Build Relationships.

- Engage in value-based conversations (in-person and virtually) to understand critical customer challenges, decision-drivers, pain points and opportunities.
- Personalize and orchestrate customer engagement journeys for target HCPs by reflecting customer preferences, leveraging available content and multiple engagement channels.
- Build engagement by working in partnership with HCPs to develop a sustained collaboration over time for Novartis
- Deliver memorable, customer-centric experiences beyond clinical differentiation by listening to their needs and understanding their healthcare environment.
- Establish effective working relationships with opinion leaders and top medical influencers (at territory level) and challenge current behaviors in order to improve the patient journey (right patient, right time).

### Develop Deep Customer Insights and Understanding

- Gather insights on the customer's business to uncover what is important to them.
- Follow up on customer feedback and translate responses into actions that create additional value and exceed expectations.
- Leverage available data sources to create, dynamically prioritize and adjust relevant territory, account and customer interaction plans.
- Share customer insights with relevant internal stakeholders on an ongoing basis to support the development of product-and indication-related content, campaigns and interaction plans.

### Deliver Value to Customers and Patients.

- Collaborate compliantly with cross-functional teams to design and implement solutions that address unmet customer and patient needs.
- Act as a trusted partner to the customer for the purpose of helping them run their business; listen to learn; strive to deepen the relationship in a compliant and ethical manner; position themselves to create value-add solutions.
- Act with integrity and honesty by treating customers and colleagues in a transparent and respectful manner with clear intent. When facing ethical dilemmas, do the right thing and speak up when things don't seem right.

### Live by Novartis Code of Ethics and Values and Behaviors.

- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt
- Distribution of marketing samples (where applicable)

## Minimum Requirements:

- + 4 years of proven sales experience within a multinational pharmaceutical, healthcare, or related industry.
- Bachelor's degree, preferably in a scientific or healthcare-related field.
- Access to a personal vehicle is an advantage.
- Fluent English proficiency, both written and spoken.

## 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

Marketing

Location

LOC\_SG

Site

Mapletree Business City (MBC)

Company / Legal Entity

SG04 (FCRS = SG004) Novartis Singapore Pte Ltd

Functional Area

FCT\_SA

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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