

Hospital Representative, Sales Specialist Luxembourg

Job ID

REQ-10083554

Sep 24, 2026

LOC_BE

About the Role

Key Responsibilities

Customer Engagement & Account Management

- Build trusted partnerships with healthcare professionals and key stakeholders across your territory.
- Deliver high-quality, compliant customer interactions tailored to customer needs and preferences.
- Communicate approved scientific data, disease area knowledge, and brand information to support evidence-based treatment decisions.
- Continuously expand and maintain a strong network within hospitals, healthcare systems, and key accounts.
- Gather customer and account insights to inform tactical planning and execution.
- Collaborate cross-functionally to support account mapping, planning, and customer engagement strategies.

Territory & Business Planning

- Develop and execute territory engagement plans based on customer needs, business priorities, and available data insights.
- Leverage digital tools and analytics to dynamically prioritize customer opportunities and optimize engagement.
- Maximize field presence and territory productivity to drive customer value and patient impact.
- Contribute to the achievement of business objectives through disciplined planning and execution.

Scientific & Product Excellence

- Maintain a deep understanding of assigned therapeutic areas, products, disease states, and emerging clinical data.
- Continuously build expertise on the Novartis portfolio, key messages, and healthcare trends.
- Stay informed about market developments, competitor activities, and healthcare system dynamics.
- Apply healthcare system thinking to identify opportunities that create value for patients and stakeholders.

Compliance & Operational Excellence

- Ensure all activities are conducted in accordance with Novartis values, policies, and industry regulations.
- Complete reporting, CRM updates, and administrative activities accurately and on time.
- Report adverse events, technical complaints, and special situations within required timelines.
- Demonstrate the highest standards of integrity, ethics, and compliance in all interactions.

What You'll Bring

Essential Requirements

- Proven experience within the pharmaceutical, healthcare, biotechnology, or related industry.

- Strong commercial acumen and product knowledge with a track record of delivering results.
- Excellent communication, presentation, and relationship-building skills.
- Customer-focused mindset with a strong ability to identify and deliver solutions.
- Experience engaging with healthcare professionals and key stakeholders.
- Ability to work effectively across functions in a matrix organization.
- Strong analytical skills with the ability to leverage data and insights to guide decisions.
- Understanding of the evolving healthcare and pharmaceutical landscape.
- Ability to influence stakeholders and build trusted, long-term partnerships.

Desirable Requirements

- Experience within hospital or specialty care environments.
- Knowledge of relevant therapeutic areas.
- Experience using CRM systems, digital engagement platforms, and data-driven customer planning.
- University degree in Life Sciences, Business, Healthcare, or a related field.

Why Novartis?

Our people are at the heart of everything we do. We are committed to fostering an inclusive workplace where diverse perspectives are valued and where everyone is empowered to achieve their full potential. By joining Novartis, you will have the opportunity to make a meaningful impact on patients’ lives while developing your career in a global healthcare company.

Commitment to Diversity & Inclusion

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

Role Requirements

Primary location salary range
 €57,100.00 - €106,100.00
 Division
 DIV_IM
 Business Unit
 General Management
 Location
 LOC_BE
 Site
 Vilvoorde
 Company / Legal Entity
 BE03 (FCRS = BE003) Novartis Pharma nv-sa
 Functional Area
 FCT_SA
 Job Type
 Full time
 Employment Type
 CDI (Ventes)
 Shift Work
 No
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