

Medical Representative, CRM (Fixed-Term) - Nairobi

Job ID

REQ-10088656

Oct 02, 2026

LOC_KE

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 skillful 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.

Key performance indicators:

- Assigned targets.
- Contact rate and coverage (daily contact rate vs. benchmark)
- Meetings spend vs. budget
- Therapy/product knowledge including tertiary evaluations of progress.
- Delivery of customer centric activities – dependent on individual and in agreement with District manager

- Territory administration – reports completed accurately and to timescales

Minimum Requirements:

Education:

- Bachelor's degree in pharmacy, life science or a degree in any relevant discipline.

Work Experience:

- Minimum 3 years' experience in pharmaceutical/medical sales, or allied industry.
- Knowledge of Pharma industry and its changing environment.
- Prior experience within the cardiovascular therapeutic area would be beneficial.
- Professional accomplishments that reflect achievement orientation, self-motivation, initiative, independence, and strong customer service orientation.

Skills:

- KOL Engagement
- Account Management.
- Commercial Excellence.
- Communication Skills.
- Compliance.
- Cross-Functional Coordination.
- Customer Insights.
- Ethics.
- Influencing Skills.
- Negotiation Skills.
- Selling Skills.
- Technical Skills.

Role Requirements

Division

DIV_IM

Business Unit

Sales

Location

LOC_KE

Site

Kenya

Company / Legal Entity

KE03 (FCRS = KE003) NVS Kenya Limited

Functional Area

FCT_SA

Job Type

Full time

Employment Type

Temporary (Sales) (Fixed Term)

Shift Work

No

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