

Commercial Specialist

Job ID

REQ-10078835

May 25, 2026

LOC_MX

About the Role

Major accountabilities:

- Responsible for supporting sales representatives and channel partners in processing orders / returns; providing metrics/ reports to Sales team and also engaging HCPs for expense payout.
- Receive and issue calls to provide a nearby service and customer resolution through personalized follow-up.
- Advice and provide information on the company's value proposition, regarding products, commercial conditions and added value.
- Track orders, as well as resolve customer doubts about products, prices, delivery, availability and features.
- Record and analyze all the information to help better customer knowledge and enhance customer experience
- Collaborate with Customer Care Manager and Customer Care Process Assurance Lead exchanging information as a development strategy of business and marketing.
- Provide feedback on the efficiency of oriented processes to improve the customer experience.
- Be the first contact line for the sales force with central, making an exhaustive monitoring of the consultations and / or incidents generated for a client.
- Manage the order processing for pharmacies, taking responsibility for the management of the monthly order, as well as for any other operational process that client demands.
- Management of returns due to expired and lack of rotation.
- Stock situation analysis: Internal stocks and level of stock in the channel by wholesaler.
- Calculation of impact in the pharmacy.
- Communication to the sales network and the pharmacy for its management.
- Coordination of the implementation of the value proposition in the pharmacy.
- Implementation of the multi-channel engagement plan with the pharmacy.
- 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:

- Customer satisfaction: yearly survey result & multi rater feedback from stakeholders.
- Compliance with order management deadlines.
- NFCM control results related to customer service transactions.

Minimum Requirements:

Work Experience:

- Understanding of sales / commercial processes.

Skills:

- Accounts Receivable
- Calls Handling
- Customer Care
- Customer Experience
- Customer Relationship Management (CRM) Software

- Customer Requirements
- Customer Service
- Operational Efficiency
- Installations (Computer Programs)
- Microsoft Access
- Relationship Building
- Sales
- Salesforce CRM

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

Marketing

Location

LOC_MX

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

FCT_SA

Job Type

Full time

Employment Type

Regular

Shift Work

No

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