NOVARTIS

Patient Experience & Activation Associate

Job ID
REQ-10090446
Nov 11, 2026
LOC_PA

About the Role

Key responsibilities

- Provide low- to medium-complexity analytics and reporting support to CPO, regional marketing and sales stakeholders, aligned with agreed service levels.
- Translate qualitative and quantitative data into clear insights and communicate recommendations that support data-enabled business decisions.
- Manage assigned deliverables through a structured project-management approach, maintaining appropriate documentation and regular stakeholder communication.
- Coordinate multiple stakeholders and projects, prioritizing activities to ensure accurate, timely delivery within established deadlines.
- Perform quality assurance reviews to ensure all reports, analyses and other deliverables meet high standards of accuracy and completeness.
- Create, update and maintain standard operating procedures, process documentation and knowledge repositories for qualitative and quantitative reports.
- Contribute to GBS-GCO practice-building initiatives, including knowledge-sharing sessions, onboarding, training support and broader business activities led by the team.
- Partner with the design team to support the development of effective promotional marketing materials in line with business requirements and applicable standards.
- Report technical complaints, adverse events and special-case scenarios related to Novartis products within 24 hours of receipt, in accordance with company procedures.
- Support the compliant distribution of marketing samples, where applicable.

Essential Requirements

- Bachelor's degree in marketing, business administration, analytics, communications or a related field; professional proficiency in English and Spanish; relevant experience in analytics, marketing services, project coordination or patient-support programs.
- Ability to analyze qualitative and quantitative information and convert findings into clear, practical business insights.
- Strong project-management and organizational skills, with the ability to manage multiple stakeholders, priorities and deadlines.
- High attention to detail and a demonstrated commitment to quality, accuracy and timely delivery.
- Effective written and verbal communication skills, including the ability to present information clearly to cross-functional internal customers.

- Experience creating and maintaining SOPs, process documentation, reports and knowledge repositories.
- Collaborative mindset and ability to contribute to knowledge sharing, onboarding, training and continuous-improvement initiatives.
- Understanding of pharmaceutical compliance requirements, including timely escalation of adverse events and technical complaints.

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

Role Requirements

Division
DIV_IM
Business Unit
Marketing
Location
LOC_PA
Site
Panama
Company / Legal Entity
PA01 (FCRS = PA001) Novartis Pharma (Log) Inc
Functional Area
FCT_MM
Job Type
Full time
Employment Type
Regular
Shift Work
No
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