

Business Insights Analyst

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Company: Novo Nordisk

Location: Kefar Sava

Category: other-general

Do you enjoy working with data, data modelling, and data development? Are you keen on being part of a growing global organization where there is a clear need for you to help us mitigate an increasing complexity? Will you enjoy going to work every day knowing that your results make a difference to people living with diabetes and other chronic diseases? If yes, then we have an exciting job opportunity for you as Business Insights Analyst (Customer Engagement Analyst) in Novo Nordisk Israel. Apply now for a life-changing career!

The Position

Novo Nordisk Israel is looking for a Business Insights Analyst (Customer Engagement Analyst). In this role, you will support and monitor Commercial Effectiveness implementation in Novo Nordisk Israel to improve sales force effectiveness and to improve the local company's market understanding and future business potential.

Your main accountabilities will be:

Provide services and data analysis to the Business Units departments and extract information and analysis for the local company, including collecting pharma industry data.

Drive the tactical and strategic Commercial Effectiveness activities with cross-functional collaboration in the affiliate to ensure alignment with the business strategy and optimum resource allocation (including targeting, segmentation, territory alignment, sales

force structure & deployment, target setting, operational call planning and short-term incentive design).

Generate monthly reports raising issues for follow-up and monitoring development in the sales department and yearly calculations of sales force incentive compensation as per the plan and submit for approval of Business Unit Directors, People & Organization Director and Finance & Operations Director.

Manage all patients & multi-channel customer engagement data and build main insights dashboards in an accessible system (Qlik Sense) and ensure that all relevant functions understand and apply customer engagement processes appropriately.

Qualifications

To be eligible for the role, you need to hold a Bachelor's degree or Bachelor of Sciences (preferably in Economics, industrial & management engineering, computer science, statistics or equivalent) or a Master of Business Administration Degree. You should also have at least 2 years of experience as a Business Analyst or Data Analyst with a focus on Customer Engagement and Commercial Effectiveness.

We would also like you to have:

Business and industry understanding and the ability to share your findings using impactful visualization and efficient communication.

Good Presentation Skills and knowledge of Design and implementation of new dashboards.

Fluent English and Hebrew.

About the Department

The Customer Excellence department's main objectives are to drive excellence and improve cross-functional collaboration, achieving superior customer engagement. The team includes Subject Matter Experts including a Multi-Channel Communication Manager, CRM Manager, Patient Support Programs Manager and Customer Engagement Analysts. We work closely together to achieve superior customer engagement.

Working at Novo Nordisk

We are a proud life-science company, and life is our reason to exist. We're inspired by life in all its forms and shapes, ups and downs, opportunities, and challenges. For employees at Novo Nordisk, life means many things – from the building blocks of life that form the basis of ground-breaking scientific research, to our rich personal lives that motivate and energise us to perform our best at work. Ultimately, life is why we're all here - to ensure that people can lead a life independent of chronic disease.

Contact

If you believe you are qualified, and are willing to take the challenge, please send your CV in ENGLISH directly via our online application tool.

We thank all applicants for their interest, however, only those candidates selected for interviews will be contacted.

Deadline

Until position is filled.

We commit to an inclusive recruitment process and equality of opportunity for all our job applicants.

At Novo Nordisk we recognize that it is no longer good enough to aspire to be the best company in the world. We need to aspire to be the best company for the world and we know that this is only possible with talented employees with diverse perspectives, backgrounds and cultures. We are therefore committed to creating an inclusive culture that celebrates the diversity of our employees, the patients we serve and communities we operate in. Together, we're life changing.

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