

Customer Engagement Manager

Job ID
REQ-10055384

6月 17, 2025

Croatia

摘要

As a Customer Engagement Manager you will manage regional key accounts & key ambulatory practices to ensure successful brand.

About the Role

Your responsibilities include, but are not limited to:

- Developing and implementing a strategic plan for collaboration with key stakeholders (Hospital Health Care Professionals, Key Opinion Leaders, Hospital Management, agencies)
- Conducting promotional and educational activities to ensure and maintain client support.
- Brand management, consultancy, and customer relationship management.
- Working in a team and coordinating with the Marketing team, on field activities, as well as providing input during brand marketing strategies (IPS, Strat Plan, Budgeting, Tactical Planning).

- Owns the Key Centers/Accounts Plans.
- Developing and leading key relationships with key experts assigned to key clients and covering a specific geographic area.

Minimum requirements:

- Medicine, Pharmacy, Biology, Chemistry or other relevant university education
- Fluent English & Croatian
- Successful record track as a Medical Representative - min 3 years of experience
- Capable of self-directed learning and having a growth mindset
- Excellent communication skills
- Capable to adapt, organize, prioritize, and work effectively and collaboratively on multifunctional teams in a dynamic field-based environment

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部门

International

Business Unit

Innovative Medicines

地点
Croatia

站点
Croatia

Company / Legal Entity
HR03 (FCRS = HR003) Novartis Hrvatska d.o.o.

Functional Area
Sales

Job Type
Full time

Employment Type
Regular (Sales)

Shift Work
No

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