

## Head of Strategic Key Account Management (m/f/d)

Job ID  
REQ-10058474

7月 28, 2025

Austria

### 摘要

To lead and develop the Key Account Management organization, drive strategic growth of globally distributed key accounts, and ensure seamless client experience and strong internal alignment to achieve business objectives (>2 bn USD business)

Furthermore, strong focus on contract improvements and contract alignments to meet Novartis interests and to maximize Novartis business options.

### About the Role

Location: Schafftenau, Tirol, Austria; #LI-Hybrid

### Key Responsibilities:

- Develop and implement overall KAM strategy aligned with corporate objectives.

- Segment accounts and define tailored strategies per segment.
- Drive account planning and growth strategies for top accounts and strengthen and maintain relationships at senior levels in client organizations with strong focus on KAM topics.
- Act as escalation point for major accounts to ensure high satisfaction and resolution of issues
- Align closely with Project Management, Technical, Manufacturing, Quality, and other functions like regulatory teams to deliver on commitments and ensure KAMs act as “client champions” internally.
- Identify upselling and cross-selling opportunities in close alignment with BD Heads to maximize business options and contribute to commercial forecasting and revenue growth plans.
- Lead, coach, and develop the KAM team to build strong commercial capabilities and client-focused mindset and set and monitor clear KPIs and performance objectives.
- Track account performance (financials, satisfaction, growth metrics) and regularly report to the CCO and executive team on account health and strategic initiatives.

#### Minimum requirements:

- University degree in business, life sciences, or equivalent, strong legal background is a plus.
- Minimum 10 years of experience in the pharmaceutical/biotech/CDMO industry with proven negotiation experience and dispute management skills.
- Strong mindset in a winning attitude.
- Proven success in managing strategic key account projects ideally with a strong experience in ESO.
- Strong leadership and people development skills and strategic thinking and long-term planning ability.
- Excellent communication, negotiation and influencing skills.
- Strong cross-functional collaboration mindset.
- High emotional intelligence and client empathy.
- Data-driven and results-oriented.

#### For candidates applying in Austria:

In addition to a market-competitive base salary, we offer an attractive incentive program, a modern company pension scheme, childcare facilities, learning and development options as well as worldwide career opportunities within the Novartis group. In accordance with Austrian law, we are obliged to disclose the minimum salary as stated in the collective bargaining agreement. For this position the minimum salary is € 113,701.28 EUR (on a full-time basis). The actual salary will be significantly higher, as we strive to maintain a competitive position in the market and consider your previous experience, qualifications and individual competencies.

We are open for part-time and job-sharing models and support flexible and remote working where possible.

#### Commitment to Diversity & Inclusion:

Novartis is committed to building an outstanding, inclusive work environment and diverse team ' s representative of the patients and communities we serve.

Our recruitment decisions are based on selecting the best person for the job, regardless of gender, religion, age, colour, race, sexual orientation, nationality or disability.

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

Benefits and Rewards: Read our handbook to learn about all the ways we ' ll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

部门  
Operations

Business Unit  
Universal Hierarchy Node

地点  
Austria

站点  
Schaftenau

Company / Legal Entity  
AT33 (FCRS = AT033) Novartis Pharmaceutical Manufacturing GmbH

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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## Adjustments for Applicants with Disabilities

If because of a medical condition, physical disability or a neurodiverse condition you require an adjustment during the recruitment process, please reach out to [disabilities.austria@novartis.com](mailto:disabilities.austria@novartis.com) and let us know the nature of your request as well as your contact information. The support which we can provide will include advice on suitable positions as well as guidance at all stages of the application process. Austrian law provides candidates the opportunity to involve the local disability representative, Behindertenvertrauensperson (BVP), in the application process. If you would like to request this, please let us know in advance as a note on your CV.

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