

Customer Engagement and Solution Partner

Job ID
REQ-10061823

9月 12, 2025

Estonia

摘要

-Responsible for key account management at a local level, usually managing specific account(s)/relationships. Manage the business relationship and activities with key accounts in order to foster and extend the relationship & obtain the sales targets. Develop and maintain relationships with key stakeholders within accounts, developing deep understanding of customer challenges with respect to patients and identifying solutions that enhance patient care.

About the Role

Major accountabilities:

- Responsible for driving sales, promotion and development in the designated accounts to reach commercial goals -Develop customer development strategy, dedicated KAM action plans for assigned accounts, aligns on account objectives and executes.
- Lead the preparation of strategies and individual tactical plans and to give strategic input in

terms of analysis, future potential and key programs required for the accounts

- -Prepare and negotiate contracts, and guide initiatives that the company launches to target particular account
- -Analyze market situation including competitive intelligence activities on key accounts and key competitors
- -Organize customer events and other programs independently or with marketing/medical department, in line with agreed business tactical plans
- -Contribute to the mapping of stakeholders, including segmentation and profiling and provide accurate and timely data for the Novartis CRM system.
- Responsible for driving the sales operations plan and for achieving agreed sales and broader performance targets for own part of the organization.
- 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:

- Sales revenue and revenue growth in designated accounts -Operating budget for designated key accounts (Budget, Cost, Sales, etc.)

Minimum Requirements:

Work Experience:

- Handling quality metrics & issues.
- Sales experience in pharmaceutical companies.
- Key account management experience.
- Clinical Trial Design, Data Review & Reporting.
- Innovative & Analytical Technologies.

Skills:

- Account Management.
- Accountability
- Collaboration
- Commercial Excellence
- Competitive Intelligence
- Compliance
- Crm (Customer Relationship Management).
- Customer Engagement
- Ethics
- Healthcare Sector
- Market Development
- Problem Solving Skills
- Revenue Growth
- Selling Skills
- Value Propositions
- Process Education

Languages :

- English
- Estonian

Salary starting from 3800.00 EUR gross + Company granted bonuses

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>

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部门
International

Business Unit
Innovative Medicines

地点
Estonia

站点
Estonia

Company / Legal Entity
EEP1 (FCRS = LV001) SIA Baltics, Estonian

Functional Area

Sales

Job Type
Full time

Employment Type
Regular (Sales)

Shift Work
No

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