

Key Account Manager

Job ID
REQ-10062465

9月 18, 2025

Kazakhstan

摘要

Achievement of target company growth, realizing the potential of effective strategic sales channels and key customers of the region based on cross-functional cooperation.

About the Role

Major accountabilities:

- Promotion of the company's products in the entrusted region in accordance with the requirements of the legislation of Kazakhstan.
- Analysis of the entrusted territory and a plan for its development. Making a forecast for hospital purchases.
- Identification of key opinion leaders for building long-term partnerships with them. Development of relationships with opinion-leaders.
- Information support on the company's products.

- Search for new customers in order to increase the availability of the company's drug and improve the quality of life of patients.
- Formation of the base, targeting and segmentation of specialists of the corresponding target audience. Ensuring the availability of "Consents to the processing of personal data" of specialists included in the CRM database.
- Ensuring the necessary coverage of the target audience, implementation of the visit plan.
- Regular scheduling of visits and reporting in the corporate CRM system.
- Knowledge and regular use of the company's current sales model in daily practice.
- Negotiating with clients and partners on the potential inclusion of the company's drugs in the formulary of health care facilities and regions, drug provision programs at the local level.
- Systematic work with key distributors, ensuring the necessary stocks of drugs in the entrusted region.
- Implementation of the strategy of promoting the company's products, developed and presented by the marketing department, in accordance with the requirements of the legislation of Kazakhstan.
- Control of supplies and development of tender positions in the entrusted territory.
- Maintaining regional projects in the entrusted territory in accordance with the marketing strategy.
- Creating and maintaining a customer base with an assessment of the business potential of customers.
- Work with the Company's reporting in accordance with the procedures, standards and operational requirements of the Company's management.
- Execution of business trips to the entrusted regions.
- Fulfill any other instructions of the Company's management.
- Observe strictly any and all applicable internal and external regulations, acts and procedures, including, but not limited to: Doing business ethically, Internal rules, Code of Ethics, BeSure, Conflict of Interests etc.
- Responsible for proper and compliant reporting of Adverse Events in order to fulfill all regulatory requirements and ethical obligations including timely forwarding of all spontaneous reports to local Drug Safety Responsible.
- Comply with the GxP quality requirements applicable to his/her area of responsibility, incl. but not limited to proper reporting of adverse events and customer complaints, samples handling as well as any incident that may adversely affect the quality, safety, identity, strength, purity, availability or efficacy of a commercial product or clinical trial material and/or may compromise the Novartis Quality System and the global Novartis reputation.

Key performance indicators:

- Achievement of secondary sales plans for promoted products in the assigned regions.
- Achievement of the market share (market share of the products and the Company on the whole, and growth therein).
- Number of visits and coverage in compliance with the promogrid.
- Frequency of visits to the target clients, percentage of the clients with growing performance.
- Knowledge of the products - checked by means of written and oral tests at the discretion of the Immediate Supervisor or a person replacing him.
- Availability and compliance with the schedule of visits. A plan of visits for a month should be formed in a timely manner.
- Timely reporting in CRM system.
- Availability of a client database with segmentation (potential, loyalty, category and frequency of visits) valid for the current month.

Minimum Requirements:

Requirements and qualifications:

- University degree, medical or pharmaceutical education (desirable).
- Successful experience in promoting pharmaceuticals (hospital segment, budget channel) for more than 3 years. Work experience as a key account manager in the hospital segment at least 1 year.
- High level of responsibility to clients.
- Understanding and striving for ethical work practices.
- Result oriented.
- Good understanding of the pharmaceutical market, knowledge of the territory and customers (as an advantage). Knowledge of the specifics of public procurement, main suppliers and consumers.
- Intermediate English proficiency (will be an advantage).
- Confident MS Office user.
- Having a driving license of category B and driving experience.
- Readiness for business trips.
- Ability to work in a team; focus on achieving results, developed communication and negotiation skills, confident communication and presentation skills.

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.

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

Kazakhstan

站点

Kazakhstan

Company / Legal Entity

KZP0 (FCRS = CH024) NPHS Almaty RO Kazakhstan

Functional Area

Sales

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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