

Customer Engagement Specialist

Job ID
REQ-10063982

10月 03, 2025

Croatia

摘要

经验丰富的销售专业人员负责实现特定帐户的销售目标。负责为指定客户群制定和实施销售/业务计划，或实施特定的销售计划，以有效支持患者旅程并正确定位诺华及其品牌。

About the Role

Major Accountabilities

- 负责推动指定客户的销售、推广和发展，实现商业目标
- 制定客户发展战略，为分配的客户制定专门的 KAM 行动计划，调整客户目标并执行。
- 与主要客户建立和发展长期关系。全面了解关键客户需求和要求。
- 通过不断提出满足其需求和目标的解决方案，扩大与现有客户的关系。
- 领导战略和个人战术计划的制定，并在分析、未来潜力和账户所需的关键计划方面提供战略投入
- 准备和谈判合同，并指导公司针对特定客户启动的举措
- 根据商定的业务战术计划，独立组织客户活动和其他计划，或与营销/医疗部门合作

- 协助利益干系人进行映射,包括细分和分析,为诺华 CRM 系统提供准确及时的数据。
- 负责为指定的客户群制定和实施销售/业务计划。
- 可以管理一些直接下属
- 收到后 24 小时内报告与诺华产品相关的技术投诉/不良事件/特殊情况
- 营销样本的分发适用)

Key Performance Indicators

经验丰富的销售专业人员负责实现特定帐户的销售目标。负责为指定客户群制定和实施销售/业务计划,或实施特定的销售计划,以有效支持患者旅程并正确定位诺华及其品牌。

Work Experience

跨国公司的销售经验
关键客户管理经验
有团队管理经验者优先

Skills

账户管理
生物仿制药
商机
业务规划
竞争情报
CRM客户关系管理)
客户需求
大客户管理
市场占有率
促销营销)
销售
销售管理
销售规划
销售策略

Language

英语

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

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

正式销售)

Shift Work

No

[Apply to Job](#)



Job ID
REQ-10063982

Customer Engagement Specialist

[Apply to Job](#)

Source URL:

<https://www.novartis.com.cn/careers/career-search/job/details/req-10063982-customer-engagement-specialist-zh-cn>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>
3. <https://www.novartis.com/careers/benefits-rewards>
4. https://novartis.wd3.myworkdayjobs.com/zh-CN/Novartis_Careers/job/Croatia/Customer-Engagement-SpecialistREQ-10063982
5. https://novartis.wd3.myworkdayjobs.com/zh-CN/Novartis_Careers/job/Croatia/Customer-

