

Customer Engagement Specialist

Job ID
REQ-10063982

10月 03, 2025

Croatia

摘要

-Experienced sales professionals responsible for achieving sales targets for a specific account(s). Responsible for establishing and implementing a sales/business plan for a designated client base or implementation of a specific sales program to effectively support the patient journey and properly position Novartis and its brands.

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.
- Establish and develop long-term relationships with key customers.
- Acquire a thorough understanding of key customer needs and requirements.

- Expand the relationships with existing customers by continuously proposing solutions that meet their needs and objectives.
- 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 -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 establishing and implementing a sales/business plan for a designated client base.
- May manage a few direct reports -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:

- Key account management experience.
- Sales experience in multinational companies.
- Team management experience is preferred.

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

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
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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