

Customer Team Lead (Immunology & Neuroscience)

Job ID
REQ-10066195

11月 12, 2025

Hungary

摘要

#LI-Hybrid

Location: Hungary (60% field based)

This role is based in Hungary. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

Are you ready to join one of the world's leading pharmaceutical companies and contribute to ensuring that patients in Hungary have access to innovative and life-changing medicines?

The key role purpose is to lead, manage and develop the sales performance of the therapeutic area's current and future product portfolio via:

- First line leadership of Customer Managers (CMs) of the TA to meet or exceed sales targets and outperform relevant competition.
- Creation and execution of sales strategy in alignment with marketing objectives.
- Territory and Customer Relationship Management.
- Monitoring, reporting and analysis of performance, KPIs of CMs.
- Training and development of CMs.

- Cross-functional collaboration, team spirit.
- Compliance and Discipline.

This position reports to the Country Therapeutic Area Head IM of Hungary.

About the Role

Key Responsibilities:

- Accountable for delivering on the national TA sales, market share targets in a profitable way, via efficient and careful usage of resources, budgets.
- Leads, motivates and develops a team of Customer Managers (CMs), ensures winning mindset and excellence in execution.
- Co-creates and executes territory cycle plans, based on TA sales, medical and marketing strategy to ensure impactful promotional and marketing activities effectively executed by field force, supports events and congresses.
- Monitors market trends, sales and product performance, competitor activities, tracks KPIs, conducts regular reviews against plans and takes corrective action as required. Ensures CRM data quality and reporting discipline.
- Manages key customer relationships with thought leaders, regional or national opinion leaders.
- Develops the Customer manager team via training, coaching, performance reviews, fosters capability-building to ensure they are well-equipped with up-to-date product knowledge, communication skills, and omnichannel selling techniques.
- Cross-functionally collaborates with Marketing, Business Excellence & Execution, Medical, Market Access, etc.
- Always seeks innovative commercial solutions and business opportunities. Ensures alignment to all Ethics, Risk & Compliance policies and manage key processes.

Essential Requirements:

- Education: Master 's degree in business, life sciences, or health-related field.
- Min. 3-5 years of experience in sales, key account management or commercial from pharma (Rx).
- Proficient Hungarian and English, both written and spoken.
- Strong communication, coaching and performance management skills.
- Data-driven mindset; proficiency with CRM and Excel/BI tools.
- Valid driver 's license, travel readiness for efficient field time all over the country.
- Scientific conversation capability.

Desirable Requirements:

- Previous people leadership experience.

About Novartis Hungary:

Novartis is a leading pharmaceutical company renowned for its innovation. In Hungary, we pioneered the introduction of advanced cell and gene therapies. Our commitment to research and development spans a wide range of therapeutic areas, including oncology, chronic conditions, and rare diseases. We take pride in being a proactive partner, contributing to the advancement of healthcare solutions.

As a global pharmaceutical leader headquartered in Switzerland, Novartis is among the largest pharmaceutical companies in Hungary. Our mission is to lead in delivering innovative medicines to patients across the country. We are dedicated to fostering a dynamic work environment that promotes personal development and professional growth.

Commitment To Diversity & Inclusion:

We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

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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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>

部門
International

Business Unit

General Management

地点
Hungary

站点
Budapest

Company / Legal Entity
HU02 (FCRS = HU002) Novartis Hungary

Functional Area
Commercial & General Management

Job Type
Full time

Employment Type
Regular (Sales)

Shift Work
No

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