

Key Account Manager Oncology: Central & Western Slovakia

Job ID
REQ-10066909

11月 13, 2025

Slovakia

摘要

The Key Account Manager is a leading driver of our customer interactions and sales performance. They are the face of our customer experience approach and build deep relationships that deliver value for customers and patients in order to drive sales growth in a compliant and ethical manner.

About the Role

Key Responsibilities:

- Drive Competitive Sales Growth.
- Identify and prioritize high-potential customers through data analysis (HCPs and stakeholders) who influence prescription decisions.
- Drive sales performance through the skillful orchestration of positive customer experiences.
- Engage and Build Relationships.
- Engage in value-based conversations (in-person and virtually) to understand critical customer

challenges, decision drivers, pain points and opportunities.

- Personalize and orchestrate customer engagement journeys for target HCPs by reflecting customer preferences, leveraging available content and multiple engagement channels.
- Build engagement by working in partnership with HCPs to develop a sustained collaboration over time for Novartis.
- Deliver memorable, customer-centric experiences beyond clinical differentiation by listening to their needs and understanding their healthcare environment.
- Establish effective working relationships with opinion leaders and top medical influencers (at territory level) and challenge current behaviors in-order-to improve the patient journey (right patient, right time).
- Develop Deep Customer Insights and Understanding.
- Gather insights on the customer 's business to uncover what is important to them.
- Follow up on customer feedback and translate responses into actions that create additional value and exceed expectations.
- Leverage available data sources to create, dynamically prioritize and adjust relevant territory, account and customer interaction plans.
- Share customer insights with relevant internal stakeholders on an ongoing basis to support the development of product and indication-related content, campaigns and interaction plans.
- Deliver Value to Customers and Patients.
- Collaborate compliantly with cross-functional teams to design and implement solutions that address unmet customer and patient needs.
- Act as a trusted partner to the customer for the purpose of helping them run their business; listen to learn; strive to deepen the relationship in a compliant and ethical manner; position themselves to create value-added solutions.
- Act with integrity and honesty by treating customers and colleagues in a transparent and respectful manner with clear intent.
- When facing ethical dilemmas, do the right thing and speak up when things don't seem right.
- Live by Novartis Code of Ethics and Values and Behaviors.

Essential Requirements:

- Bachelor's degree
- Proven experience in pharmaceutical sales, oncology field preferred
- Proficient English and Slovak
- Strong organizational skills and attention to detail
- Excellent communication and interpersonal skills
- Ability to work collaboratively and effectively with cross-functional teams
- Ability to work independently and prioritize tasks effectively

You ' ll receive:

- Competitive salary along with quarterly bonuses
- Company car
- Monthly pension contribution matching your contribution up to 3% of your gross monthly base salary
- Company Shares Program
- Risk Life Insurance (full cost covered by Novartis)
- 1 week of holiday above the Labour Law requirement

- MultiSport Card contribution
- 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report
- Cafeteria employee benefit program – choice of benefits from Benefit Plus for 500 EUR per year

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
Sales

地点
Slovakia

站点
Bratislava

Company / Legal Entity
SKA2 (FCRS = SK002) Novartis s.r.o

Functional Area
Sales

Job Type
Full time

Employment Type
Regular (Sales)

Shift Work
No

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