

## Customer engagement manager

Job ID

REQ-10076465

4月 22, 2026

### 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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

部门  
International

Business Unit  
Sales

站点  
Montenegro

Company / Legal Entity  
MEP0 (FCRS = CH024) NPHS AG RO Montenegro

Functional Area  
Sales

Job Type  
Full time

Employment Type  
正式销售 )

Shift Work  
No

```
var config = { targetId: "kalturaplayer69e8ee7d74ff4300398739", provider: { widgetId:
"10m7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause:
false, allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: {},
sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true,
showSpeedMenu: false }, css : "/modules/custom/arcticnckalturaaddon/css/kalturavideo.css",
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
KalturaPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(KalturaPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(KalturaPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", //
Default: bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default:
alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled:
false, printDisabled: false, disable: true }; } if (KalturaPlayer.plugins["preventSeek"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (KalturaPlayer.plugins["navigation"]) {
```

```
config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible:
false }; } if (KalturaPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; }
if (KalturaPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if
(KalturaPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if
(KalturaPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents =
[]; if (KalturaPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {};
config.plugins.googleTagManager.customEventsTracking = {};
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } }; }
```

```
try { var kalturaPlayer = KalturaPlayer.setup(config); // Add the player to the global array. if (typeof
kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var
kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } // Load the Player for other
media. kalturaPlayer.loadMedia({entryId: "1_dgfvmafo"}); } catch (e) { console.error(e.message) }
```

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