

## Key Account Manager (Fix term contract)

Job ID  
REQ-10080931

6月 10, 2026

Albania

### 摘要

-Responsible for key account management at a local level, managing specific account(s)/relationships.

-Manage the business relationship and activities with key accounts in order to foster and extend the relationship.

-Develop and maintain relationships with key stakeholders within accounts, developing deep understanding of customer challenges with respect to patients and identifying solutions that enhance patient care.

### About the Role

Major Accountabilities:

- Responsible for 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.
- 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
- Analyze market situation including competitive intelligence activities on key accounts and key competitors
- 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. Responsible for driving the sales operations plan and for achieving agreed sales and broader performance targets for own part of the organization.
- Develop an effective sales team through training and coaching or management of key commercial programs
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt
- Distribution of marketing samples (where applicable)
- Novartis P3 Interaction principles and related systems are familiar to ensure compliance and implement Novartis values and behaviors.

#### Key Performance Indicators:

- Sales revenue and revenue growth in designated accounts
- Operating budget for designated key accounts (Budget, Cost, Sales, etc.)

#### Requirements:

##### Education:

- Medical Education

##### Work Experience:

- Handling quality metrics & issues
- Sales experience preferably in multinational companies
- Key account management experience / medical representative
- Clinical Trial Design, Data Review & Reporting.
- Innovative & Analytical Technologies.

##### Skills:

- Accountability
- Commercial Excellence
- Competitive Intelligence
- Compliance
- Customer Engagement
- Professional Ethics
- Market Development
- Problem Solving Techniques

- Revenue Growth
- Selling Skills
- Team Collaboration
- 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>

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

General Management

地点

Albania

站点

Albania

Company / Legal Entity

ALP0 (FCRS = CH024) NPHS RO Tirana

Functional Area

Sales

Job Type  
Full time

Employment Type  
Temporary (Sales) (Fixed Term)

Shift Work  
No

```
var config = { targetId: "kalturaplayer6a29925c65cb7810964458", provider: { widgetId:
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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"]) {
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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: "1dgfvmafo"}); } catch (e) { console.error(e.message) }
```

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3. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Albania/Key-Account-ManagerREQ-10080931>
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