

# Customer Engagement Manager Oncology - Southeast Serbia

Job ID  
REQ-10011387  
Juni 17, 2024  
Serbien

## Summary

- 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.
- 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.
- 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.

### Key performance indicators:

- Sales revenue and revenue growth in designated accounts
- Operating budget for designated key accounts (Budget, Cost, Sales, etc.)
- Quality of execution marketing operational tactics

### Minimum Requirements:

University degree in Medical sciences

Driving License B category

### Work Experience:

- Key account management experience.
- At least 2 years strong experience in sales/commercial functions

**Skills:**

- Customer Relationship Management
- Key Account Management.
- Promotion (Marketing)

**Languages :**

- Fluent in English language, both written and spoke

**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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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

Division

International

Business Unit

Innovative Medicines

Standort

Serbien

Site

Serbia

Company / Legal Entity

RSP0 (FCRS = CH024) NPHS RO Serbia

Functional Area

Der Umsatz

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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