

# Customer Engagement and Solution Partner

Job ID  
REQ-10013925  
Jul 01, 2024  
Latvia

## Summary

-Responsible for key account management at a local level, usually managing a small team or managing specific account(s)/relationships. Manage the business relationship and activities with key accounts in order to foster and extend the relationship & obtain the sales targets. 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 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.
- 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 and provide accurate and timely data for the Novartis CRM system.
- 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 programmes -Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt -Distribution of marketing samples (where applicable)

### Key performance indicators:

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

### Minimum Requirements:

#### Work Experience:

- Handling quality metrics & issues.
- Team management experience is preferred.
- Sales experience in multinational companies.

- Key account management experience.
- Clinical Trial Design, Data Review & Reporting.
- Innovative & Analytical Technologies.

**Skills:**

- Account Management.
- Compensations Management (Employees).
- Computer Programming.
- Cosmetics.
- Crm (Customer Relationship Management).
- Customer Care.
- Field Sales.
- Key Account Management.
- Merchandising.
- Multitasking Skills.
- Office Administration.
- Patient Care.
- Procurement.
- Promotion (Marketing).
- Sales.
- Sales Operations.
- Strategic Leadership.
- Support Services.

**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>

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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

Location

Latvia

Site

Latvia

Company / Legal Entity

LV01 (FCRS = LV001) SIA Baltics, Latvia

Functional Area  
Sales  
Job Type  
Full time  
Employment Type  
Regular (Sales)  
Shift Work  
No  
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