

# Customer Engagement & Solution Partner

Job ID  
REQ-10006266  
Aug 29, 2024  
Lithuania

## Summary

-Experienced managers in a key account management function, responsible for agreed upon targets for the assigned accounts. Primarily responsible for key stakeholder relationships within targeted accounts, develop deep understanding of individual customer needs and identify mutually beneficial solutions for both Novartis and customers through creation and execution of account business plans. May be responsible for leading the key account function in a smaller country or geographic region

## About the Role

### Major accountabilities:

- Responsible for complete ownership of assigned Key Accounts; develop product specific and portfolio strategies in line with goals and customer needs; align Account strategy with other key Sales, Marketing, Patient Access, Medical and Managed Care functions and ensures cross-functional resources and support.
- Delivers the Account plans and required financial results for own Key Accounts; works effectively with colleagues in other functions (e.g. Primary Care and Specialty Sales, Marketing etc.) to achieve account sales.
- Responsible for contract optimization, access and reimbursement across the specific customer groups that are relevant to the role or business unit.
- Leads negotiations, contracting, pull-through and formulary management with assigned Key Accounts - Creates and implements programs designed to build long-term relationships with Accounts, based on deep understanding of the customer organization, structure, business strategy and priorities -Builds and sustains long-term customer partnerships with assigned Key Accounts, based on deep understanding of the customer organization, structure, business strategy and priorities.
- Leads cross-functional Account teams and other assigned resources to develop and deliver Account business plans.
- Acts as mentor to other Key Account Managers by sharing best practices on contracting, Account plan development and execution and knowledge of product/disease states, customer segments, and healthcare environment and regulations.
- Communicates customer insights and Account-related activities to internal stakeholders, and engages with them to pursue business opportunities within assigned Accounts.
- Plays a key role in negotiations at the regional level and provide strategic inputs and support to the team (as applicable) -May be responsible for leading the tender business and team within the country by coordinating all related activities and stakeholders at local/regional levels -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 assigned accounts -Portfolio and strategic customer development

**Minimum Requirements:****Work Experience:**

- Strong customer orientation.
- Strong cross functional leadership.
- Significant account management experience.

**Skills:**

- 5G Technology.
- Account Management.
- B2B (Business To Business).
- B2B Sales.
- Building Construction.
- C (Programming Language).
- Collaboration.
- Crm (Customer Relationship Management).
- Customer Care.
- Customer Experience.
- Customer Marketing.
- Diversity & Inclusion.
- Integrated Marketing.
- Internet.
- Key Account Management.
- Market Development.
- Sales Strategy.
- Small Business.
- Windows.
- Wireless Communication.

**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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Division

International

Business Unit  
Innovative Medicines  
Location  
Lithuania  
Site  
Lithuania  
Company / Legal Entity  
LTP2 (FCRS = LV001) SIA Baltics, Lithuanian  
Functional Area  
Sales  
Job Type  
Full time  
Employment Type  
Regular (Sales)  
Shift Work  
No  
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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.

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