

# Key Account Manager

Job ID  
REQ-10019604  
Aug 19, 2024  
Bulgaria

## Summary

Key Account Manager, Priority Therapeutic Areas, Novartis Bulgaria, Burgas & South-east region.

Novartis Bulgaria has been certified as a Top Employer for 2023 and 2024 /from the Top Employers Institute /.

## About the Role

We are looking for *curious, perseverant, and purpose driven* people to join Novartis Innovative Medicines Bulgaria team – a dynamic and evolving organization and one of the biggest pharmaceutical companies on the market.

The work you'll do at Novartis can transform the lives of many people. And as we strive to reimagine the medicine, as we know it, that impact will only grow. Join us!

You will be offered a full-time permanent role of a **Key Account Manager, CRM Team, Novartis Bulgaria, Burgas & South-east region.**

### Role purpose:

The **Key Account Manager** (KAM) is responsible for the promotion of products of Novartis Affiliates and provides information to healthcare professionals in the assigned geographical region by employing various communication channels in compliance with the applicable legal and ethical requirements, and in line with Novartis strategies and policies. The role supports the implementation of projects aimed at HCPs, as well as programs and projects for the benefit of patients.

### Major accountabilities:

- Establishes and develops in-depth business relationships with key HCPs, including leading experts of national significance in the respective area.
- First point of contact for HCPs and representatives of healthcare institutions in her/his assigned Territory
- Adapts and prioritizes the targeting, positioning, and messages for various HCP segments
- Promotes Products within the assigned therapeutic area through in-depth discussions and interactions with targeted HCPs by employing various channels that complement F2F meetings
- Ensures tailored engagement and satisfaction of the HCPs she/he interacts with
- Gains access to key insights on HCPs, the market, and competitors, which facilitate the development and implementation of a promotional strategy and tactics in the assigned therapeutic area(s)
- Identifies opportunities to optimize promotional activities, as well as opportunities for growth and interaction with new HCPs in the Territory
- Leads and monitors the implementation of local projects in line with Novartis strategy and HCP needs

- Maintains cross-functional collaboration with other relevant functions within the organization
- Contributes to the development of HCP-focused digital solutions
- Ensures timely and accurate completion of any required quantitative and qualitative reports and databases

### **Requirements:**

- >5 years of work experience, of which at least 3 years in a KAM or similar customer-facing role
- University degree in medical, pharmaceutical or life sciences
- Previous experience in **cardiology**, as well as work within any **specialty area** is a strong advantage
- Proven experience in executing strategies & good record of (over)delivering results
- Proficiency in competitive selling and account management
- Ability to develop in-depth business relationships and proven excellent team player, as showcased in previous roles.
- Proven ability to communicate with various internal & external stakeholders
- Initiative taker, eager to break new ground & explore new territories
- Agile & ready to quickly gain knowledge in new areas
- Willingness & readiness to travel
- Good understanding of BG Health-care (HC) system and ability to orchestrate its stakeholders
- Good proficiency in English

**Work location:** Burgas & South-east region

### **Why consider Novartis?**

**250+ million.** That's how many lives our products touched in 2023. And while we're proud of that fact, in this world of digital and technological transformation, we must also ask ourselves this: how can we continue to improve and extend even more people's lives?

We believe the answers are found when curious, courageous, and collaborative people like you are brought together in an inspiring environment. Where you're given opportunities to explore the power of digital and data. Where you're empowered to risk failure by taking smart risks, and where you're surrounded by people who share your determination to tackle the world's toughest medical challenges.

### **Imagine what you could do at Novartis!**

#### **Commitment to Diversity & Inclusion:**

Novartis embraces diversity, equal opportunity and inclusion. We are committed to building diverse teams, representative of the patients and communities we serve, and we strive to create an inclusive workplace that cultivates bold innovation through collaboration and empowers our people to unleash their full potential.

**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>

**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:

<https://talentnetwork.novartis.com/network>

**Benefits and Rewards:** Read our handbook to learn about all the ways we'll help you thrive personally and

professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

International

Business Unit

Innovative Medicines

Location

Bulgaria

Site

Bulgaria

Company / Legal Entity

BG03 (FCRS = BG003) NPHS Bulgaria

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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