

# Key Account Manager

Job ID  
REQ-10038376  
Jan 30, 2025  
Poland

## 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

Lokalizacja: Województwo Mazowieckie, Warmińsko-Mazurskie, Podlaskie

### 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
- Accountability
- Collaboration
- Commercial Excellence
- Competitive Intelligence
- Compliance
- CRM (Customer Relationship Management)
- Customer Engagement
- Ethics
- Healthcare Sector
- Market Development
- Problem Solving Skills
- Revenue Growth
- Selling Skills

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

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

#### **Commitment to Diversity and Inclusion:**

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

#### **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>

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Division

International

Business Unit

Innovative Medicines

Location

Poland

Site

Warsaw

Company / Legal Entity

PL03 (FCRS = PL003) Novartis Poland Sp. z o.o.

Functional Area

Sales

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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