

# Customer Engagement Manager Dermatology - South East Netherlands

Job ID

REQ-10025478

Nov 05, 2024

Países Bajos

## Resumen

De First Line Sales Manager (FLM) stimuleert de verkoopprestaties door leiding te geven aan een divers commercieel team en samen te werken met belangrijke belanghebbenden om op maat gemaakte klantervaringen te stimuleren en waarde te leveren. Ze werven, ontwikkelen, behouden en coachen individuen om met succes strategische en commerciële doelstellingen te realiseren. Ze zorgen voor een cultuur van hoge prestaties en verantwoordelijkheid die het team inspireert en motiveert om klantgerichte merkstrategie en -tactieken op een conforme en ethische manier uit te voeren. De FLM leidt, voert uit en volgt de merkstrategie en -tactieken in hun regio's op, waarbij veldinzichten worden gedeeld om klant-, betrokkenheid en prestaties te stimuleren.

## About the Role

### Key responsibilities:

Your responsibilities include, but are not limited to:

- Being responsible for driving sales, promotion and development in the designated accounts to reach commercial goals aligned withing cross-functional Therapeutic Area squad team.
- Deliver the Account plans and required financial results for assigned Key Accounts; work effectively and align with colleagues in other functions on account objectives and execute.
- 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
- Contribute to the mapping of stakeholders, including segmentation and profiling and provide accurate and timely data for the Novartis CRM system.
- Establish and develop long-term relationships with key customers. Acquire a thorough understanding of key customer needs and requirements. Expand the relationships with existing customers by continuously proposing solutions linked to priority TAs that meet their needs & objectives.
- Account plan development and execution and knowledge of product/disease states, customer segments, and healthcare environment and regulations.
- Communicate customer insights and Account-related activities to internal stakeholders, and engage with them to pursue business opportunities within assigned Accounts
- Managing and leading care-projects at national level
- Work regionally in any given Dutch region if business requires

## Essential Requirements:

- English and Dutch on a fluent level
- Bachelor or Masters' degree, preferably in healthcare science/business administration.
- At least 3 years of previous experience in a similar role (ideally in Dermatology area) in Healthcare or Pharma or related business
- Project management skills
- Market Knowledge and Network will be considered a plus

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**You will receive:** Competitive salary, Annual bonus, Pension scheme, Share scheme, Health insurance, 27 days annual leave, Flexible working arrangements, subsidized dining facilities, Employee recognition scheme, learning and development opportunities.

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División

International

Business Unit

Innovative Medicines

Ubicación

Países Bajos

Sitio

Amsterdam

Company / Legal Entity

NL08 (FCRS = NL008) Novartis Pharma NL

Functional Area

Ventas

Job Type

Full time

Employment Type

Tijdelijk (Verkoop) (bepaalde tijd)

Shift Work

No

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