

# Key Account Executive

Job ID

REQ-10008842

Aug 09, 2024

Hong Kong Special Administrative Region, China

## Summary

-The Sales Representative is a leading driver of our customer interactions and sales performance. They are the face of our customer experience approach and build deep relationships that deliver value for customers and patients in order to drive sales growth in a compliant and ethical manner

## About the Role

### Key Responsibilities

- Accountable for achieving agreed sales, productivity and performance targets within agreed budgets and timescales.
- Develop business plans and implement related activities like customer events, sales and marketing campaigns, sales presentations necessary to achieve agreed objectives. Provide Key account/hospital network support, market access support, including referral networks.
- Have a deep understanding in the respective area and priority products. Maintain and enhance knowledge of products, product strategy, positioning, key messages, programs, company developments, customers, and competitors.
- Achieve agreed contact, coverage, and frequency targets through various communication channels. Ensure customer satisfaction and best in class customer relationship, and the accurate and timely completion of all reports.
- Handle enquiries and complaints quickly and professionally and in accordance with company procedures.
- Contribute positively to the Sales and Marketing team through co-operative relationships and collaborative efforts to achieve team and company objectives.
- Provide input into effective use of promotional funds and territory sales forecasting.
- Follow all adverse events guidelines, and Code of Conduct Guidelines as promoted by Novartis.

### Essential Requirements:

- University degree holder in life science
- At least 2 years working experience in HK major pharmaceutical companies.
- Key account management experience preferred.
- Relative specialty experience preferred.

**Why Novartis:** Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

**You'll Receive:** You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

*(If something more country specific please use - editable Section unique to each country/function – share what you can)*

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

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

### **Accessibility and Accommodation:**

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to [diversityandincl.china@novartis.com](mailto:diversityandincl.china@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

**Join our Novartis Network:** If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>. You can follow us via Novartis Group Recruitment WeChat Official Account and Novartis Group WeChat Video Account.

**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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**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

Hong Kong Special Administrative Region, China

Site

Hong Kong

Company / Legal Entity

HK02 (FCRS = HK002) Novartis Pharma

Functional Area

Sales

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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