

# Key Account Manager

Job ID  
REQ-10014165  
Jul 18, 2024  
Canada

## Summary

Key Account Manager RLT, Western Canada (NETs) Location: Vancouver (preferred) or Calgary – Field Based Novartis is unable to offer relocation support for this role; please only apply if this location is accessible for you. About the role: We are seeking an experienced and passionate professional to help expand access to radioligand therapy (RLT) treatment for as many qualified neuroendocrine (NETs) patients as possible. As a Key Account Manager, Western Canada NETs, you will launch new nuclear medicine treatment centers, organize multidisciplinary treatment teams, streamline patient care pathways, implement referral systems, and achieve sales KPIs in Western Canada (BC, AB, SK, MB) through close collaboration with internal and external stakeholders. The role reports directly into the Strategy & Execution Manager, RLT - NETs and will work closely with the RLT cross-functional team. Permanent position

## About the Role

### Key Responsibilities:

- Drive sales, promotion, and account development in assigned territory to meet commercial goals and KPIs
- Enhance customer development strategy through dedicated Key Account Plans for assigned accounts, aligning these to overall Brand Objectives and Strategies
- Build and nurture long-term customer relationships by understanding their needs and proposing relevant solutions
- Develop and execute events or programs aligned with business plans and HCP requirements, either independently or in collaboration with marketing and medical teams
- Support the development of key opinion leaders and HCP champions, including segmentation and profiling, by ensuring timely and accurate data input into the Novartis CRM system.
- Lead the mapping of patient care and referral pathways, collaborating with multidisciplinary teams in key accounts to identify inefficiencies and streamline processes for enhanced patient care.
- Independently collaborate within a highly cross-functional team, effectively managing complexity and multiple priorities
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt

### Essential Requirements:

- Bachelor's degree in science or business. Deep understanding of pharmacology or therapeutic knowledge an asset
- Minimum 5+ years of successful specialty pharmaceutical sales experience
- Ability to work within a complex environment, juggling multiple priorities
- Strong preference to candidates with Oncology and/or Nuclear Medicine background
- Capacity to travel within assigned territory up to 70% of the time – overnight travel required

**Desirable Requirements:**

- Background in Key Account Management, Development of Patient Care Pathways or Healthcare System Navigation
- Bilingual (French/English) an asset

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

Division

International

Business Unit

Innovative Medicines

Location

Canada

Site

Field Sales (Canada)

Company / Legal Entity

CA04 (FCRS = CA004) NOVARTIS PHARMA CANADA INC.

Functional Area

Sales

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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