

# Customer Engagement Manager Oncology - Southeast Serbia

Job ID  
REQ-10011387  
juin 17, 2024  
Serbie

## Résumé

- Experienced sales professionals responsible for achieving sales targets for a specific account(s). - Responsible for establishing and implementing a sales/business plan for a designated client base or implementation of a specific sales program to effectively support the patient journey and properly position Novartis and its brands.

## About the Role

### 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.
- Establish and develop long-term relationships with key customers.
- Expand the relationships with existing customers by continuously proposing solutions that meet their needs and objectives.
- 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.
- 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 establishing and implementing a sales/business plan for a designated client base.

### Key performance indicators:

- Sales revenue and revenue growth in designated accounts
- Operating budget for designated key accounts (Budget, Cost, Sales, etc.)
- Quality of execution marketing operational tactics

### Minimum Requirements:

University degree in Medical sciences

Driving License B category

### Work Experience:

- Key account management experience.
- At least 2 years strong experience in sales/commercial functions

**Skills:**

- Customer Relationship Management
- Key Account Management.
- Promotion (Marketing)

**Languages :**

- Fluent in English language, both written and spoke

**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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Division

International

Business Unit

Innovative Medicines

Emplacement

Serbie

Site

Serbia

Company / Legal Entity

RSP0 (FCRS = CH024) NPHS RO Serbia

Functional Area

Ventes

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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