

# Customer Engagement Partner

Job ID  
REQ-10027217  
oct 23, 2024  
Taiwan

## Résumé

Responsible for key account management at a local level, usually collaborating with cross-functional 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 providing solutions that enhance patient care.

## 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.
- 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 a patient support program to fulfill patient's unmet needs and ensure a seamless treatment journey
- 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:

- 5 years of experience in the pharmaceutical industry including at least 1 year manager level experiences
- Experience with Patient Support Programs (PSP) and/or Hematology experiences

- Handling quality metrics & issues.
- Team management experience is preferred.
- Key account management experience.
- 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
- Value Propositions
- Process Education
- Patient Care.(Patient support program experiences)

#### **Languages :**

- English.
- Chinese

**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

Taiwan

Site

Taipei

Company / Legal Entity

TW03 (FCRS = TW003) Novartis (Taiwan) Co. Ltd

Functional Area

Ventes

Job Type

Full time

Employment Type

Regular

Shift Work

No

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