

# Customer Engagement Manager

Job ID  
REQ-10035005  
Dec 22, 2024  
Croatia

## Summary

Customer Engagement Manager Immunology TA is experienced sales professional 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 .
- Develops & executes effective strategy plan for collaboration with key accounts.
- 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 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
- Prepare and negotiate contracts, and guide initiatives that the company launches to target particular account
- 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.
- 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:

- Key account management experience.

- Medicine, Pharmacy, Biology, Chemistry or other relevant university education.
- Sales experience in multinational companies.

**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
- Good communication skills

**Languages :**

- English and Croatian fluent in speaking and writing .

**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>

**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

**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

Croatia

Site

Croatia

Company / Legal Entity

HR03 (FCRS = HR003) Novartis Hrvatska d.o.o.

Functional Area

Sales

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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