

# Key Account Manager North

Job ID  
REQ-10049244  
Apr 22, 2025  
Belgium

## Summary

Responsible for accelerating and maximizing performance of NVS portfolio through Account management and strong collaborations in Key Accounts, reaching the sales objectives.

## About the Role

### Major accountabilities:

- Identifies, generates and uses actionable insights based on deep market, and customer understanding to achieve objectives.
- Responsible for deep Account dynamics knowledge to maximize opportunities
- Drive rigorous strategic key account management process providing insights and collaborate closely with Marketing, FLMs; Medical TAHeads and Customer solutions for alignment on integrated strategy and objectives.
- Engages with customers and manages them along the customer journey.
- Strategic customer engagement requires to act as C-Suite leader and SPOC responsible to cover all Hospital Pharmacy Heads, Finance Directors, CEOs, Digitalization SPOCs & some Department Heads (Doctors). Establishes and develops long term relationships with key stakeholders and acquires a thorough understanding of key customer needs & requirements.
- Contributing positively to the extended brand support team(marketing, V&A, Medical,BE&E etc.) through close collaboration to create value for external stakeholders. Proactively collaborates with other customer-facing teams in the local health economy to deliver an impact.
- Deploy a Integrated Account Plan process & philosophy accross the organization, identify synergies and opportunities at account level with a cross-TA approach.
- Recognizes and understands the healthcare system as an interconnected whole rather than a collection of parts, in order to drive and accelerate sales performance.
- Provide key account/ hospital network support, market access support, including referral networks.

### 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:

- Proven track record in Sales within healthcare, pharma or related business.
- Handling quality metrics & issues.
- Team management experience is preferred.

- Key account management experience.

#### **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
- Value Propositions
- Process Education

#### **Languages :**

- English
- Flemish fluent

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Division

International

Business Unit

Innovative Medicines

Location

Belgium

Site

Vilvoorde

Company / Legal Entity

BE03 (FCRS = BE003) Novartis Pharma nv-sa

Functional Area

Sales

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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