

Customer Engagement Manager

Job ID

REQ-10024436

Oct 01, 2024

Bosnia and Herzegovina

Summary

-Experienced sales professionals responsible for achieving sales targets for a specific account. 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.

Location: Banja Luka, Bosnia and Herzegovina

About the Role

Major accountabilities:

- The Customer Engagement Manager (CEM) is responsible for creating and executing customer engagement plans for the cardiology and respiratory portfolio.
- The person in this position is responsible for optimizing profitability and market share and is expected to actively search for business opportunities based on a clear and complete understanding of the product and territory of operation, as well as to manage project execution and adjust plans accordingly.
- This position involves developing local strategy and tactical plans for the brands and ensuring their implementation, which further includes developing close relationships and inviting target users, as well as conducting field activities.
- The Customer Engagement Manager (CEM) supports the development and implementation of customer orientation that create value with key customers and stakeholders, to increase Novartis' market share.
- Customer Engagement Manager (CEM) also has the responsibility to drive business transformation and business unit growth, in line with commercial acceleration initiatives, going beyond traditional business model solutions.
- In a high-performance team, the Customer Engagement Manager (CEM) ensures cross-functional collaboration with: Medical Department, Marketing, Market Access, and regional roles, as well as Finance. Customer Engagement Manager (CEM) then plans and implements innovation processes to create value for clients using innovation and digital initiatives.

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:

- A degree in medicine, pharmacy, biology, dentistry or chemistry from a university or equivalent
- Key account management experience
- More than three years of work experience in sales
- Sales experience in multinational companies
- Knowledge of the pharmaceutical industry and its changing conditions
- Proven excellent results in the specified or another relevant field

Skills:

- Motivation to succeed in the team and personal responsibility: Accountability, Collaboration, Compliance, Ethics, Value Propositions and CRM (Customer Relationship Management).
- Healthcare Sector
- Market Development
- Problem Solving Skills
- Revenue Growth
- Selling Skills
- Ability to work independently as well as in a team.

Languages:

- Fluent English and local language.

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

Bosnia and Herzegovina

Site

Bosnia-Herzegovina

Company / Legal Entity

BAP0 (FCRS = CH024) NPHS RO Bosnia

Functional Area

Sales

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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