

# Skrbnik ključnih kupcev (m/ž/d) / Key Account Manager (m/f/d)

Job ID  
REQ-10032938  
Dec 19, 2024  
Slovenia

## Summary

Internal title: Key Customer Manager.

As a Key Account Manager you will be responsible for key account management at a local level, usually managing a small 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 identifying solutions that enhance patient care.

Join us and become our next talent.

## About the Role

### Key Responsibilities:

- 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.

### Essential Requirements:

- University diploma in Business, Economics or other relevant social science.

- Customer service experience.
- Sales experience in multinational companies.
- Team management experience is preferred.
- Key account management experience.
- Active knowledge of English.
- Knowledge of Microsoft Office.
- Highly motivated, independent and self-initiative.

We offer permanent employment, with 6 months of probation period. Submit your application with the CV in Slovenian and English language.

**You'll receive:**

Competitive salary, Annual bonus, Flexible working schedule, tailored to your needs, possibility to work from home, Pension scheme, Employee Recognition Scheme, Expanded program for the promotion of health in the field of physical, mental and social well-being (Wellbeing), employment at Top SI Employer, Unlimited learning and development opportunities.

**Commitment to Diversity and Inclusion:**

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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For Slovenia:

Kot **Skrbnik ključnih kupcev (m/ž/d)** boste odgovorni za usklajevanje z vsemi deležniki, odgovornost za podporo ključnim strankam, razvijanje in ponujanje servisnih storitev, vodenje odnosov z strankami in skrb za zadovoljstvo strank ter optimizacijo stroškov. Delovanje skladno z zakonodajo, internimi predpisi, dobrimi praksami in poslovnimi cilji.

Pridružite se nam in postanite naš naslednji talent.

**Vaše ključne odgovornosti:**

- Odgovoren/a za spodbujanje prodaje, promocijo in razvoj v določenih strankah za doseg poslovnih ciljev.
- Razvijanje strategije za razvoj strank, posebnih načrtov za upravljanje ključnih strank za dodeljene račune, usklajevanje ciljev računov in izvajanje le-teh.
- Priprava strategij in individualnih taktičnih načrtov ter dajanje strateških vpogledov v smislu analiz, prihodnjih potencialov in ključnih programov, potrebnih za račune.
- Priprava in pogajanje pogodb ter usmerjanje pobud, ki jih podjetje izvaja za ciljanje določenih računov.
- Analiza tržne situacije, vključno z aktivnostmi konkurenčne inteligence o ključnih računih in ključnih konkurentih.
- Organizacija dogodkov za stranke in druge programe neodvisno ali v sodelovanju z oddelkom za marketing/medicino, v skladu z dogovorjenimi poslovnimi taktičnimi načrti.
- Prispevanje k zemljevidu deležnikov, vključno s segmentacijo in profiliranjem ter zagotavljanje natančnih in

pravočasnih podatkov za Novartisov sistem CRM.

- Odgovoren/a za izvajanje načrta za prodajne operacije in za doseg dogovorjenih prodajnih in širših poslovnih ciljev za lastni del organizacije.

#### **Vaš doprinos k delovnem mestu:**

- Univerzitetna diploma iz poslovanja, ekonomije ali druge relevantne družboslovne znanosti.
- Izkušnje v storitvah za stranke.
- Izkušnje na področju prodaje v multinacionalnih podjetjih.
- Prednost imajo izkušnje z vodenjem skupin.
- Izkušnje v upravljanju ključnih strank.
- Aktivno znanje angleščine.
- Poznavanje programa Microsoft Office.
- Močna motivacija, samoiniciativnost in samostojnost.

Z izbranim kandidatom bomo sklenili delovno razmerje za **nedoločen čas** s poskusno dobo **6 mesecev**.  
Prijavo oddajte z življenjepisom v slovenskem in angleškem jeziku.

#### **Kaj nudimo:**

Konkurenčen plačni paket, letni bonus, fleksibilen način dela, z možnostjo prilagajanja urnika in delom od doma, zaposlitev v podjetju s certifikatom TOP Employer, pokojninsko shemo, shemo nagrajevanja in priznanja dosežkov, razširjeni program promocije zdravja na področju telesnega, duševnega in družbenega počutja (Polni življenja) ter dogodke, neomejene priložnosti za učenje in razvoj.

#### **Predani smo raznolikosti in vključenosti**

Novartis si prizadeva ustvariti izjemno, vključujoče delovno okolje in oblikovanje raznolikih timov, saj ti predstavljajo naše bolnike in skupnosti, ki jih oskrbujemo.

**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  
Operations  
Business Unit  
Innovative Medicines

Location  
Slovenia  
Site  
Ljubljana  
Company / Legal Entity  
SI19 (FCRS = SI019) Novartis farmacevtska proizvodnja d.o.o.  
Alternative Location 1  
Prague, Czech Republic  
Functional Area  
Technical Operations  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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## Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to [diversity.inclusion\\_slo@novartis.com](mailto:diversity.inclusion_slo@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://talentnetwork.novartis.com/network>

3. <https://www.novartis.com/careers/benefits-rewards>
4. [https://novartis.wd3.myworkdayjobs.com/en-US/Novartis\\_Careers/job/Ljubljana/Skrbnik-kljunih-kupcev--m--d---Key-Account-Manager--m-f-d-\\_REQ-10032938-1](https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Ljubljana/Skrbnik-kljunih-kupcev--m--d---Key-Account-Manager--m-f-d-_REQ-10032938-1)
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