

# Key Account Manager

Job ID  
REQ-10041089  
Feb 18, 2025  
Poland

## Summary

Lokalizacja:

- Województwo podkarpackie
- Województwo świętokrzyskie
- Województwo małopolskie

As a key account manager, you will be responsible for nurturing and growing critical business relationships at a local level. Whether managing a small team or overseeing specific accounts, your main goal will be to achieve sales targets through effective relationship management. You will act as the primary point of contact for key accounts, working to deepen the business relationship and understand the challenges faced by customers, particularly in relation to patient care. By developing strong connections with key stakeholders and identifying innovative solutions, you will play a vital role in enhancing the overall experience and outcomes for patients.

## 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 accounts
- 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 an effective sales team through training and coaching or management of key commercial programmes
- 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:**

- Handling quality metrics & issues
- Team management experience is preferred
- Sales experience in multinational companies
- Key account management experience
- Clinical Trial Design, Data Review & Reporting
- 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

##### **Languages :**

- English

**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  
Location  
Poland  
Site  
Warsaw  
Company / Legal Entity  
PL03 (FCRS = PL003) Novartis Poland Sp. z o.o.  
Functional Area  
Sales  
Job Type  
Full time  
Employment Type  
Regular (Sales)  
Shift Work  
No  
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