

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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