

Senior Customer Engagement Manager

Job ID
REQ-10056220
Jun 26, 2025
Serbia/Monten.

Summary

We are seeking experienced and results-driven sales professionals to join our team. In this role, you will be responsible for achieving sales targets within assigned accounts and territories. You will develop and execute strategic sales and customer engagement plans aligned with the overall operational objectives. Your efforts will play a key role in supporting the patient journey and ensuring the appropriate positioning of Novartis and its brands in the market.

About the Role

Major accountabilities:

- Develop and implement customer development strategies and dedicated KAM action plans for assigned accounts, aligning on objectives and ensuring successful execution.
- Establish and nurture long-term partnerships with key customers.
- Gain deep insight into customer needs and requirements to deliver tailored solutions that support their goals.
- Strengthen existing customer relationships by proactively offering solutions aligned with their evolving needs
- Independently or in collaboration with marketing/medical teams, organize customer events and programs aligned with business tactical plans.
- 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
- Contribute to stakeholder mapping, including segmentation and profiling, and ensure timely and accurate data entry into the Novartis CRM system.
- Develop and implement a comprehensive sales and business plan for the assigned territory
- Ensure timely reporting of technical complaints, adverse events, and special case scenarios related to Novartis products within 24 hours of receipt.

Assigned Territory: Belgrade Region

Minimum Requirements:

Work Experience:

- +4 Year experience as Key account management or similar position.
- Sales experience in multinational companies.
- Team management experience is preferred.
- A formal education in Medical Sciences or a related field is required.
- Previous experience in oncology will be considered an advantage.

Languages :

- Fluency in written and spoken English is mandatory.

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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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

Serbia/Monten.

Site

Serbia

Company / Legal Entity

RSP0 (FCRS = CH024) NPHS RO Serbia

Functional Area

Sales

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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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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