

Customer Engagement & Solution Partner

Job ID
REQ-10006266
Aug 29, 2024
Lithuania

About the Role

Major accountabilities:

- Responsible for complete ownership of assigned Key Accounts; develop product specific and portfolio strategies in line with goals and customer needs; align Account strategy with other key Sales, Marketing, Patient Access, Medical and Managed Care functions and ensures cross-functional resources and support.
- Delivers the Account plans and required financial results for own Key Accounts; works effectively with colleagues in other functions (e.g. Primary Care and Specialty Sales, Marketing etc.) to achieve account sales.
- Responsible for contract optimization, access and reimbursement across the specific customer groups that are relevant to the role or business unit.
- Leads negotiations, contracting, pull-through and formulary management with assigned Key Accounts - Creates and implements programs designed to build long-term relationships with Accounts, based on deep understanding of the customer organization, structure, business strategy and priorities -Builds and sustains long-term customer partnerships with assigned Key Accounts, based on deep understanding of the customer organization, structure, business strategy and priorities.
- Leads cross-functional Account teams and other assigned resources to develop and deliver Account business plans.
- Acts as mentor to other Key Account Managers by sharing best practices on contracting, Account plan development and execution and knowledge of product/disease states, customer segments, and healthcare environment and regulations.
- Communicates customer insights and Account-related activities to internal stakeholders, and engages with them to pursue business opportunities within assigned Accounts.
- Plays a key role in negotiations at the regional level and provide strategic inputs and support to the team (as applicable) -May be responsible for leading the tender business and team within the country by coordinating all related activities and stakeholders at local/regional levels -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 assigned accounts -Portfolio and strategic customer development

Minimum Requirements:

Work Experience:

- Strong customer orientation.

- Strong cross functional leadership.
- Significant account management experience.

Skills:

- 5G Technology.
- Account Management.
- B2B (Business To Business).
- B2B Sales.
- Building Construction.
- C (Programming Language).
- Collaboration.
- Crm (Customer Relationship Management).
- Customer Care.
- Customer Experience.
- Customer Marketing.
- Diversity & Inclusion.
- Integrated Marketing.
- Internet.
- Key Account Management.
- Market Development.
- Sales Strategy.
- Small Business.
- Windows.
- Wireless Communication.

Languages :

- English.

Role Requirements

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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<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

Lithuania

Site

Lithuania

Company / Legal Entity

LTP2 (FCRS = LV001) SIA Baltics, Lithuanian

Functional Area

Sales

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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