

# Customer Engagement Manager Dermatology

Job ID

390891BR

Jul 12, 2024

Netherlands

## Summary

As Customer Engagement Manager, you will be responsible for key account management aligned with Priority Squad targets including managing specific account(s)/relationships. You will also manage the business relationship and activities with key accounts in order to foster and extend the relationship and obtain the sales targets. You will develop and maintain relationships with key stakeholders within accounts, developing deep understanding of customer challenges with respect to patients and identifying mutual beneficial solutions for both Novartis and customers that enhance patient care within Priority Therapeutic Areas.

## About the Role

### Key responsibilities:

Your responsibilities include, but are not limited to:

- Being responsible for driving sales, promotion and development in the designated accounts to reach commercial goals aligned with cross-functional Therapeutic Area squad team.
- Deliver the Account plans and required financial results for assigned Key Accounts; work effectively and align with colleagues in other functions on account objectives and execute.
- 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
- Contribute to the mapping of stakeholders, including segmentation and profiling and provide accurate and timely data for the Novartis CRM system.
- Establish and develop long-term relationships with key customers. Acquire a thorough understanding of key customer needs and requirements. Expand the relationships with existing customers by continuously proposing solutions linked to priority TAs that meet their needs & objectives.
- Account plan development and execution and knowledge of product/disease states, customer segments, and healthcare environment and regulations.
- Communicate customer insights and Account-related activities to internal stakeholders, and engage with them to pursue business opportunities within assigned Accounts
- Managing and leading care-projects at national level
- Work regionally in any given Dutch region if business requires

### Essential Requirements:

- English and Dutch on a fluent level

- Bachelor or Masters' degree, preferably in healthcare science/business administration.
- At least 3 years of previous experience in a similar role (ideally in Dermatology area) in Healthcare or Pharma or related business
- Project management skills
- Market Knowledge and Network will be considered a plus

**Why Novartis?** Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

**You will receive:** Competitive salary, Annual bonus, Pension scheme, Share scheme, Health insurance, 27 days annual leave, Flexible working arrangements, subsidized dining facilities, Employee recognition scheme, learning and development opportunities.

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

Division

International

Business Unit

Innovative Medicines

Location

Netherlands

Site

Amsterdam

Company / Legal Entity

NL08 (FCRS = NL008) Novartis Pharma NL

Functional Area

Sales

Job Type

Full time

Employment Type

Temporary (Sales) (Fixed Term)

Shift Work

No

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