

# Key Account Manager - Immunology

Job ID  
REQ-10045701  
Mar 31, 2025  
Poland

## Summary

-Responsible for key account management at a local level, usually managing a small team or managing specific account(s)/relationships. Manage the business relationship and activities with key accounts in order to foster and extend the relationship & obtain the sales targets. Develop and maintain relationships with key stakeholders within accounts, developing deep understanding of customer challenges with respect to patients and identifying solutions that enhance patient care.

## About the Role

**Location:** Województwo Podkarpackie

**Therapeutic area:** Immunology

### 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 account
- 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)

### 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

Universal Hierarchy Node

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

Temporary (Sales) (Fixed Term)

Shift Work

No

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