

Key Account Manager

Job ID
REQ-10053530
Aug 14, 2025
India

Summary

As a Key Account Manager , you'll be at the forefront of building trusted partnerships that improve patient care. In this role, you'll manage strategic relationships with key accounts, understand their challenges, and deliver tailored solutions that drive value for both the customer and the organization. Your ability to connect insights with action will directly impact patient outcomes and help shape the future of healthcare in your region.

About the Role

Key Responsibilities:

- Manage key account relationships at the local level to achieve sales targets and long-term business growth.
- Develop and execute strategic account plans aligned with customer needs and commercial objectives.
- Lead contract negotiations and support targeted initiatives for designated accounts.
- Analyze market trends and competitor activity to inform account strategies and identify opportunities.
- Organize and execute customer engagement events in collaboration with marketing and medical teams.
- Maintain accurate stakeholder mapping and CRM data to support strategic planning.
- Drive sales operations and performance targets within assigned accounts or regions.
- Support team development through coaching, training, and leadership of key commercial programs.

Role Requirements:

- Proven experience in managing key accounts within the pharmaceutical or healthcare industry
- Strong understanding of clinical trial design, data review, and reporting processes
- 8–12 years of experience in key account management roles
- Sales experience in multinational companies.
- Excellent communication and negotiation skills with a customer-centric mindset
- Bachelor's degree in Science or Pharmacy preferred
- Ability to work cross-functionally and drive results in a matrix environment

Desirable Requirements:

- Specialty Therapeutics
- Key account management experience.

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'll receive: You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

Commitment to Diversity and Inclusion:

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

Accessibility and accommodation

Novartis is committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversityandincl.india@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message

Join our Novartis Network: If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here: <https://talentnetwork.novartis.com/network>

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <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

Universal Hierarchy Node

Location

India

Site

Kerala

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

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