

Strategic Account Manager (m/f/d)/ Strateški vodja ključnih strank (m/ž/d)

Job ID

REQ-10045747

Apr 03, 2025

Slovenia

Summary

106.000 associates of more than 140 nationalities!

Deliver high quality and affordable medicine on time, every time, safely and efficiently.

As a Strategic Account Manager, you will accelerate time to treatment and ensure better patient experience for our priority brands and launches. You'll be responsible for establishing and implementing engagement plans for dedicated key accounts and implementation of specific business programs to effectively support the patient journey.

About the Role

Your key responsibilities:

- Management of key accounts in medical centers and building its' long-term strong partnership. Frequent cooperation and communication with customers.
- Objective and self-initiative segmentation and selection of customers.
- Independently moving the opinions of the professional public in the direction of appropriate positioning of the brand and optimization of the patient journey.
- Proactively finding new ways and channels for more effective communication with clients.
- Deep understanding of the patient journey at individual key customers and identifying and proactively addressing the gaps in the patient journey towards its' optimization.
- Management of all stakeholders directly and indirectly involved in the optimization of the holistic patient journey.
- Interaction with wholesalers, patient organizations, regional medical societies, meeting organizers, etc. as needed.
- Acquisition and analysis of data and market conditions, including competitive analysis.

What you will bring to the role:

- University degree in pharmacy, alternatively: University degree in medicine, veterinary biosciences, natural

sciences.

- At least 1 year of experiences as medical representative or product specialist. Experiences of key accounts management.
- Functional knowledge of Slovenian and English language.
- High level of insights into Brand, Therapeutic area and competitor intelligence.
- Commercial and marketing experience in pre-launch and launch activities with particular emphasis on customer service.
- Good knowledge in digital and communication technology.

You'll receive

Competitive salary, Annual bonus, Flexible working schedule, tailored to your needs, pension scheme, Employee Recognition Scheme, Expanded program for the promotion of health in the field of physical, mental and social well-being (Energized for Life), employment at Top SI Employer, employment at family friendly enterprise, Unlimited learning and development opportunities.

Possible job locations: Slovenia.

We offer 1 year contract with possibility to extend.

You are kindly invited to submit your application in English language, including CV /

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>

Imagine what you could do here at Novartis!

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

Slovenian Version

Strateški vodja ključnih strank (m/ž/d)

* O vlogi

Strateški vodja ključnih strank bo zagotavljal pospeševanje časa do pričetka uvajanja terapije in skrbel za optimalne izkušnje bolnikov za Novartisove prioritetne blagovne znamke ter lansiranja na terapevtskem področju kardiologije na vzhodnem delu Slovenije. Izbrani kandidat bo odgovoren za oblikovanje in izvajanje načrtov sodelovanja s ključnimi strankami in izvedbo iniciativ za učinkovito podporo izkušnje bolnikov.

Lokacija: Slovenija - zahod #LI-Hybrid

Vaše ključne odgovornosti:

- Vodenje ključnih strank v zdravstvenih centrih in izgradnja dolgoročnega partnerskega odnosa s ključnimi strankami; skrb za redno sodelovanje in komunikacijo s strankami.
- Segmentacija in izbor strank z namenom doseganja poslovnih rezultatov.
- Samostojno vplivanje na mnenja strokovne javnosti v smeri ustreznega pozicioniranja blagovne znamke in optimizacije izkušnje bolnika.
- Proaktivno iskanje novih poti in kanalov za učinkovitejšo komunikacijo s strankami.
- Podrobno razumevanje izkušnje bolnika pri posameznih ključnih strankah ter prepoznavanje in proaktivna obravnava vrzeli v smislu zagotavljanja optimizacije izkušnje bolnika.
- Upravljanje z vsemi deležniki, ki so neposredno in posredno vključeni v optimizacijo celostne izkušnje bolnika.
- sodelovanje z veletrgovskimi, organizacijami bolnikov, regionalnimi združenji zdravstvenega osebja, organizatorji srečanj idr.
- Pridobivanje in analiza podatkov o tržnih razmerah, vključno z analizo konkurence.

Vaš doprinos k delovnem mestu:

- Univerzitetna izobrazba smeri farmacevtske smeri; alternativno smeri medicina, veterina ali druge naravoslovne smeri.
- Minimalno 1 leto izkušenj kot strokovni sodelavec ali produktni specialist. Izkušnje z vodenjem ključnih strank.
- Tekoče pisno in ustno izražanje v slovenskem in angleškem jeziku.
- Dobro poznavanje blagovnih znamk, terapevtskih področij in poznavanje konkurence.
- Izkušnje s področja prodaje in marketinga, zlasti v smislu aktivnosti pred in ob lansiranju s posebnim poudarkom na skrbi za stranke.
- Dobro poznavanje digitalnih in drugih komunikacijskih orodij.

Kaj nudimo:

Konkurenčen plačni paket, letni bonus, fleksibilen način dela, z možnostjo prilagajanja urnika, zaposlitev v podjetju s certifikatom TOP Employer, zaposlitev v družini prijaznem podjetju, pokojninsko shemo, shemo nagrajevanja in priznanja dosežkov, razširjeni program promocije zdravja na področju telesnega, duševnega in družbenega počutja (Polni življenja) ter dogodke, neomejene priložnosti za učenje in razvoj.

Možne lokacije dela: Slovenija.

Z izbranim kandidatom bomo sklenili delovno razmerje za določen čas enega leta > z možnostjo podaljšanja.

Prijave z življenjepisom v angleškem in slovenskem jeziku lahko oddate preko spletne povezave.

Zakaj Novartis?

Naš namen je soustvarjati medicino za izboljšanje in podaljševanje življenja ljudi, naša vizija pa je postati najbolj cenjeno in zaupanja vredno farmacevtsko podjetje na svetu. Kako lahko to dosežemo? S pomočjo

naših ljudi. Prav naši sodelavci nas vsak dan spodbujajo, da dosežemo svoje ambicije. Postanite del te misije in se nam pridružite! Več na spodnji povezavi: <https://www.novartis.com/about/strategy/people-and-culture>

Zamislite si, kaj vse lahko dosežete v Novartis!

Predani smo raznolikosti in vključenosti

Novartis se zavzema za raznolikost, enake možnosti in vključenost. Prizadevamo si za oblikovanje raznolikih timov, saj ti predstavljajo naše bolnike in skupnosti, ki jih oskrbujemo.

Pridružite se naši mreži Novartis:

V kolikor se ne prepoznate v zgornjem opisu delovnega mesta, vas vabimo, da se vpišete na spodnji povezavi v Novartisovo bazo talentov saj lahko tako vašo vlogo upoštevamo za podobne pozicije v prihodnosti:

<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

Innovative Medicines

Location

Slovenia

Site

Ljubljana

Company / Legal Entity

SIA0 (FCRS = CH024) Novartis Pharma Services

Functional Area

Sales

Job Type

Full time

Employment Type

Temporary (Sales) (Fixed Term)

Shift Work

No

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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 diversity.inclusion_slo@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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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4. <https://www.novartis.com/careers/benefits-rewards>
5. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Ljubljana/Strategic-Account-Manager--m-f-d---Strateki-vodja-kljunih-strank--m--d-_REQ-10045747-1
6. mailto:diversity.inclusion_slo@novartis.com
7. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Ljubljana/Strategic-Account-Manager--m-f-d---Strateki-vodja-kljunih-strank--m--d-_REQ-10045747-1