

# Customer Engagement Lead

Job ID  
REQ-10030046  
Nov 14, 2024  
Cyprus

## About the Role

Major accountabilities:

- 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.
- 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 systems
- Responsible for driving the sales operations plan and for achieving agreed sales and broader performance targets for own part of the organization.

Minimum Requirements:

Work Experience:

- Previous experience in a medical or scientific field (3-5 years minimum), interaction with healthcare professionals in various therapeutic areas will be considered an advantage. Ability to develop in-depth business relationships and prove an excellent team player, as showcased in previous roles.

Education:

- University degree in Medicine • Pharmacy • Biology • Chemistry • Dentistry or other relevant education in life sciences

Languages :

- Fluency – written and spoken – in English and Greek

## 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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Division

International

Business Unit

Innovative Medicines

Location

Cyprus

Site

Cyprus

Company / Legal Entity

CYP0 (FCRS = CH024) NPHS RO Cyprus

Functional Area

Sales

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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