

Area Manager

Job ID
REQ-10076568
апр 23, 2026
Казахстан

Сводка

Management of the work of employees: key account managers, senior key account managers, with the aim of organizing events and activities aimed at improving the professional level of healthcare professionals (hereinafter referred to as "HCP") in the assigned territory, as well as providing information related to monitoring the safety of the Company's products in accordance with regional plans and legal requirements.

About the Role

Major Accountabilities:

Team Management:

- The employee plans, directs, coordinates, and controls the activities of employees in informing healthcare professionals (HCPs) about the products in the area of responsibility. They participate in the development of regional and individual plans, evaluate the effectiveness of employees' work based on the comparison of achieved results with set tasks.
- To create an effective team, the employee is responsible for recruitment, development of work standards and evaluation forms, motivation, and encouragement of employees within their area of responsibility.
- They propose the structure of their team to best inform about the Company's products in a changing market environment.
- The employee creates a team of professional employees: distributes duties, provides necessary resources, constantly evaluates and develops both team and individual performance. They develop individual plans and set goals (specific, measurable, ambitious, realistic, time-bound) for subordinates. If necessary, they create performance improvement plans for subordinates.
- The employee conducts on-site training, participates in the development of individual training and development plans.
- They plan and conduct double visits with subordinates according to Company standards.
- The employee analyzes the results of subordinates' performance in their area of responsibility, controls the accuracy of information updates in the Company's electronic systems, and weekly analyzes visit reports to HCPs, taking necessary measures to meet plan indicators: quantity, purpose, quality.
- They provide all necessary information for work, regularly (at least once a month) hold meetings with employees, either in person or via teleconference, including during cycle meetings.
- The employee ensures that their subordinates know and strictly follow Company policies and procedures, including ethical rules and norms.
- They control the availability of informational materials, brochures, etc., and ensure their use according to the marketing strategy.
- The employee creates and implements project work in the region, involving all cross-functional team members and related departments, in line with the Company's marketing and business goals.

Territory Management:

- Based on information from public sources and internal Company databases, the employee analyzes the market share dynamics of the Company's products and other pharmaceutical companies, actively forecasts market share, monthly analyzes plan performance dynamics, proposes quarterly plan distribution, and forecasts plan performance for the next month.
- They develop a tactical plan for the territory's development within the agreed strategy, proposing measures to adjust the strategy and tactics of events in the territory to maintain competitiveness and maximize market share.
- The employee considers data from subordinates' reports, their own work, the situation in the territory, and local legislation requirements.
- According to the marketing strategy, they propose the most appropriate methods for events within the existing budget and legislation, ensuring effective work planning and using methods such as HCPs visits, special events, and training. The employee plans events, tracks budget expenditure, and controls all KPIs in regular reports, conducting coaching with each subordinate as per management's schedule and reporting.
- They gather information about the pharmaceutical market in the territory from open sources and regularly provide it to the Immediate Supervisor and marketing managers in an agreed format.
- The employee controls the organization and conduct of all events in which the Company participates in the territory, ensuring compliance with local legislation and Company policies and procedures. They create a plan of events for the next month in the territory, establish and maintain professional relationships with HCPs for the exchange of scientific, practical, and applied knowledge strictly within local legislation.
- The employee must know essential information: basic medical information about nosology, key knowledge used in current cycle materials, including the advantages of the Company's products, and general information about all the Company's products in their area of responsibility. They collect and analyze official information about tenders in the territory, timely informing the Immediate Supervisor about planned tenders.
- The employee constantly studies and knows official information about products in pharmacies, distributors, and pharmaceutical organizations, analyzing such information. They ensure coordination with related departments for effective work in the territory. Inform the manager about the problems and difficulties arising in the work in a timely manner.

- Fulfill any other instructions of the Company's management.
- Observe strictly any and all applicable internal and external regulations, acts and procedures, including, but not limited to: Doing business ethically, Internal rules, Code of Ethics, Conflict of Interests etc.
- Responsible for proper and compliant reporting of Adverse Events in order to fulfill all regulatory requirements and ethical obligations including timely forwarding of all spontaneous reports to local Drug Safety Responsible.
- Comply with the GxP quality requirements applicable to his/her area of responsibility, incl. but not limited to proper reporting of adverse events and customer complaints, samples handling as well as any incident that may adversely affect the quality, safety, identity, strength, purity, availability or efficacy of a commercial product or clinical trial material and/or may compromise the Novartis Quality System and the global Novartis reputation.

Key Performance Indicators

- The level of engagement of subordinates based on regular surveys conducted by the Company.
- The duration of subordinates' employment in the Company.
- The number of cases of employee retention and development, and their attainment of new positions within the company.
- Full compliance and absence of violations of the ethical code and other Company policies and procedures by both the employee and their subordinates.
- Achievement of primary and secondary sales plans for products in the area of responsibility.
- Achievement of target market share for products and the Company as a whole in the area of responsibility.
- Positive feedback from HCPs and Company clients.
- The relevance of the client database in the Company's internal systems for both the employee and their subordinates.
- Timely provision of necessary data and reports.
- The level of medical product knowledge of both the employee and their subordinates.
- Adherence to the event plan.
- Adherence to the budget plan.

Job Dimensions

Number of Associates: Direct: 5-15 Indirect: 0

Financial responsibility

Responsibility for the targeted expenditure of the marketing budget in accordance with the agreed plan.

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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Дивизион
 International
 Business Unit
 Sales
 Место
 Казахстан
 Сайт
 Kazakhstan
 Company / Legal Entity
 KZ03 (FCRS = KZ003) Novartis Kazakhstan LLP
 Functional Area
 Продажи
 Job Type
 Full time
 Employment Type
 Regular (Sales Manager)
 Shift Work
 No

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