

Sr. Manager-Retail National Key Account

Job ID
REQ-10077449
май 06, 2026
Китай

Сводка

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. 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

Major Accountabilities:

- Responsible for 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.
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)
- Novartis P3 Interaction principles and related systems are familiar to ensure compliance and implement Novartis values and behaviors.

Key Performance Indicators:

- Sales revenue and revenue growth in designated accounts
- Operating budget for designated key accounts (Budget, Cost, Sales, etc.)

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:

- Accountability
- Key Account Management
- Commercial Excellence
- Competitive Intelligence
- Compliance
- Customer Relationship Management
- Customer Engagement
- Professional Ethics
- Health Care Industry
- Market Development
- Problem Solving Techniques
- Company Process Understanding
- Revenue Growth
- Selling Skills
- Team Collaboration
- Value Propositions

Languages:

- English and Local Language

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally.

[Read our handbook \(PDF 30 MB\)](#)

Дивизион

International

Business Unit

Sales

Место

Китай

Сайт

Shanghai (Shanghai)

Company / Legal Entity

CN06 (FCRS = CN006) Beijing Novartis Pharma Co., Ltd

Functional Area

Продажи

Job Type

Full time

Employment Type

Regular

Shift Work

No

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

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