

Key Account Manager - Ontario

Job ID
REQ-10042413
Mar 03, 2025
Canada

Summary

Location: Ontario #LI-Hybrid

Novartis is unable to offer relocation support for this role; please only apply if this location is accessible for you.

About the role:

The Immunology Key Account Manager (KAM) will be responsible for managing key accounts in the territory securing partnership opportunities, and achieving strategic goals centered around medical education and promotional initiatives. The role involves training the sales force on key strategic initiatives around Novartis technology (among them digital and IT solutions), following through on existing programs, and ensuring effective execution of promotional tasks while supporting the sales force in its endeavors. The KAM will also serve as a field trainer to support onboarding, vacancies coverage, and identification of opportunities.

Reporting directly to the National Sales Director (NSD), the KAM will play a crucial role in executing strategies aligned with business and educational goals, maintaining high engagement with select customers, and providing expert insights and operational support to enhance patient care solutions

Permanent position

About the Role

Key Responsibilities:

- Manage key accounts to reach commercial goals
- Develop customer development strategy, dedicated KAM action plans for assigned accounts, aligns on account objectives and execute the plan of action
- 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
- Analyze market situation including competitive intelligence activities on key accounts and key competitors
- Organize customer events and other programs independently or with marketing (promotional activity only or non-promo only for logistic if required) with the collaboration of the sales team
- Contribute to the mapping of stakeholders, including segmentation and profiling and provide accurate and timely data for the Novartis CRM system.
- Responsible for driving the sales operations plan and for achieving agreed sales and broader performance targets for own part of the organization.

- Identify care gaps and obstacles limiting patient care in Immunology & designing a plan of action with brand aligned with our compliance partners

Essential Requirements:

- Handling quality metrics & issues.
- Innovative & Analytical Technologies.
- Specialty sales experience in mature and launch brand
- Key account management experience.

Desirable Requirements:

- 10 years of specialty sales experience in multinational companies.
- Team management experience

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

Canada

Site

Field Sales (Canada)

Company / Legal Entity

CA04 (FCRS = CA004) NOVARTIS PHARMA CANADA INC.

Functional Area

Sales

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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