

# Key Account Executive

Job ID

REQ-10074691

Mar 31, 2026

LOC\_HK

## About the Role

Major Accountabilities:

- Responsible for driving sales, 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. Establish and develop long-term relationships with key customers. Acquire a thorough understanding of key customer needs and requirements.
- Expand the relationships with existing customers by continuously proposing solutions that meet their needs and objectives.
- 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.
- 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 and provide accurate and timely data for the Novartis CRM system.
- Responsible for establishing and implementing a sales/business plan for a designated client base. May manage a few direct reports
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt -Distribution of marketing samples (where applicable)
- Distribution of marketing samples (where applicable)

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:

- Key account management experience.
- Sales experience in multinational companies.
- Team management experience is preferred.

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
- Revenue Growth
- Selling Skills
- Team Collaboration
- Value Propositions

Languages:

- English

## 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>

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

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

Division

DIV\_IM

Business Unit

Sales

Location

LOC\_HK

Site

Hong Kong

Company / Legal Entity

HK02 (FCRS = HK002) Novartis Pharma

Functional Area

FCT\_SA

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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