

ACCOUNT SPECIALIST ENDOCRINOLOGY/GASTRO-ONCOLOGY (FIELD BASED) Brussels & South of Belgium (FR-Wallonia)

Arsanne Consulting is a selection and recruitment company specialised in the healthcare industry.

Arsanne Consulting has a job opening for an Account Specialist within the Endocrinology Business Unit of an international pharmaceutical company.



Position overview

The Account Specialist will be responsible for key accounts and key stakeholders in Brussels & the South of Belgium (FR) where he/she represents the endocrinology specialty care portfolio in peripheral & academic accounts.

He/she is part of the endocrinology franchise within the company. As such, the Account Specialist is responsible for key accounts where he/she builds strong relationships with KOLs and physicians providing them with high level and accurate scientific information. The role will also include interactions with hospital pharmacists, purchasers and other stakeholders involved in the CMP & tenders. Internally, this important position involves interactions with the brand team and Medical Science Liaison (MSL) to develop a strong 1year action plan for the sector with the ability to implement and monitor it together with its budget.

Job responsibilities

- Reaches sales ambitions (Retail/hospital) for the region/sector
- Analyses sector data and customers segmentation
- Establishes productive, professional relationships with key personnel (KOLs, physicians, hospital pharmacists, purchasers and all stakeholders involved in CMP & tenders) in assigned customer accounts.
- Identify key accounts where public offerings will be launched
- Influence technical specifications of tenders
- Manages agreements in assigned accounts
- Negotiate formulary list access with relevant stakeholders in assigned accounts
- Build his/her own action plan
- Implement activities as agreed in Action Plan
- Organizes local meetings & events (extra-calls) in adherence with ethics and compliance guidelines
- Participates to local & international scientific congresses

- Proactively assesses, clarifies, and validates customers' needs on an ongoing basis
- Reports activities in CRM system
- Interacts with brand team (Medical, Marketing, Finance & Market Access) within the company

Accountabilities and performance measures

- Complete action plan that meets company standards
- Achievement of agreed turnover and Market Shares
- Accurate Implementation and monitoring of action plan
- Ability to develop and maintain high customer satisfaction that meets company standards
- Ability to manage assigned budget

Organizational Alignment

- Reports to the Business Unit Manager Endocrinology
- Initiate interactions with medical & marketing (Brand team) as well as customer services

Required qualifications

- Fluent in French with ability to interact in Dutch (passive knowledge) if needed (English is also an asset)
- Analytical skills : able to integrate and analyse
- Organizing: able to translate strategy into ambitious action plan
- Relating: Establishing and maintaining formal and informal relationships within and outside the organisation
- Reporting skills & administration acumen
- Budget management
- Communication & presentation skills
- Familiar with Office softwares (Word, Powerpoint, Excell, Outlook), android softwares, i-pad & smartphone technologies
- Strong commercial & influencing skills
- Scientific background acquired through experience or educational background
- KOL management
- Understanding of targeting and segmentation
- Experience in tendering is an asset
- Knowledge of the pharmaceutical & hospital environment
- Experience in gastroenterology and/or endocrinology is a strong asset
- Centrally located in his/her region

