

E-Commerce Manager- O2O

Job ID
REQ-10071274

3月 22, 2026

China

摘要

负责地方一级的关键账户管理, 通常管理一个小团队或管理特定帐户/关系。管理与关键账户的业务关系和活动, 以培养和扩展关系并获取销售目标。发展和维持与客户内主要利益相关者的关系, 深入了解客户对患者的挑战, 并确定增强患者护理的解决方案。

About the Role

Major Accountabilities

- 负责推动指定客户的销售、推广和发展, 实现商业目标
- 制定客户发展战略, 为分配的客户制定专门的 KAM 行动计划, 调整客户目标并执行。
- 领导战略和个人战术计划的制定, 并在分析、未来潜力和账户所需的关键计划方面提供战略投入
- 准备和谈判合同, 并指导公司针对特定客户启动的举措
- 分析市场情况, 包括关键客户和主要竞争对手的竞争情报活动
- 根据商定的业务战术计划, 独立组织客户活动和其他计划, 或与营销/医疗部门合作

- 协助利益干系人进行映射, 包括细分和分析, 并为诺华 CRM 系统提供准确及时的数据。
- 负责推动销售运营计划, 并实现组织自身的商定销售和更广泛的绩效目标。
- 通过培训、辅导或管理关键商业计划, 培养有效的销售团队
- 收到后 24 小时内报告与诺华产品相关的技术投诉/不良事件/特殊情况
- 营销样本的分发适用)

Key Performance Indicators

负责本地级的关键客户管理, 通常管理一个小团队或管理特定客户/关系。管理与关键客户的业务关系和活动, 以促进和扩展关系并获取销售目标。与客户中的关键利益相关者发展和维护关系, 深入了解客户对患者面临的挑战, 并找出可增强患者护理的解决方案。

Work Experience

处理质量指标和问题
临床试验设计、数据审查和报告
创新和分析技术

Skills

账户管理
薪酬管理(员工)
计算机编程
化妆品
CRM(客户关系管理)
客户关怀
现场销售
大客户管理
销售
多任务处理技能
办公室行政管理
患者护理
采购
促销营销)
销售
销售运营
战略领导力
支持服务

Language

英语

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 \(PDF 30 MB\)](#)

部门
International

Business Unit
Sales

地点
China

站点
Shanghai (Shanghai)

Company / Legal Entity
CN06 (FCRS = CN006) Beijing Novartis Pharma Co., Ltd

Functional Area
Sales

Job Type
Full time

Employment Type
正式

Shift Work
No

```
function adjustKalturaPlayer() { var deviceWidth = window.innerWidth ||
document.documentElement.clientWidth || document.body.clientWidth; var mediaElement =
document.getElementById("kalturaplayer69c352c541c3c510347956"); var mediaContainer =
```

```

mediaElement.closest('.nc-kaltura-media'); var originalWidth = "1200px"; var originalHeight = "674px";
var originalWidthValue = parseFloat(originalWidth); var originalHeightValue =
parseFloat(originalHeight); var mediaType = "video"; var isResponsive = false; // Get computed styles
of the container element. var parentStyles = window.getComputedStyle(mediaContainer); var
finalWidth = parseFloat(parentStyles.width); if (finalWidth  var config = { targetId:
"kalturaplayer69c352c541c3c510347956", provider: { widgetId: "10m7rm1pm", partnerId:
"2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false,
allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: { download: {
disable: true }, "playkit-js-transcript":{ position: "right", // Default: bottom;( ' left ', ' right ', ' top ', 'bottom ' ) to
enable transcript. expandMode: "over", // Default: alongside;( ' alongside ', ' hidden ', 'over ' )
expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable:
true } }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false },
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
KalturaPlayer.ui.components.Remove } ] } } }; config.plugins.preventSeek = { preventSeekForward:
false, preventSeek: false }; config.plugins.floating = { disable: true }; config.plugins.navigation = {
position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; config.plugins['playkit-
js-hotspots'] = { disable: true }; config.plugins['playkit-js-moderation'] = { disable: true };
config.plugins['playkit-js-info'] = { disable: true }; config.plugins.share = { disable: true };
config.ui.uiComponents = []; config.plugins.googleTagManager = {};
config.plugins.googleTagManager.customEventsTracking = {};
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } };

```

```

try { var kalturaPlayer = KalturaPlayer.setup(config); // Add the player to the global array. if (typeof
kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var
kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } // Load the Player for other
media. kalturaPlayer.loadMedia({entryId: "1dgfvmafo"}); setTimeout(() => {
setupAutoPause(kalturaPlayerVideos); }, 500); function setupAutoPause(players) {
players.forEach((currentPlayer) => { currentPlayer.addListener('play', () => {
players.forEach((otherPlayer) => { if (otherPlayer !== currentPlayer && typeof otherPlayer.pause ===
'function') { otherPlayer.pause(); } })); }); }) catch (e) { console.error(e.message) }

```



VIDEO

无障碍及便利设施

诺华承诺与残障人士共事并为他们提供合理的便利设施。如果您由于健康状况或残障在招聘过程的任何环节需要合理便利设施或者为了履行职位的基本职能请发送电子邮件至 diversityandincl.china@novartis.com 告知您的需求和联系方式,并在邮件中附上您的职位申请编号。

Job ID
REQ-10071274

E-Commerce Manager- O2O

[Apply to Job](#)



Job ID

REQ-10071274

E-Commerce Manager- O2O

[Apply to Job](#)

Source URL:

<https://prod1.novartis.com.cn/careers/career-search/job/details/req-10071274-e-commerce-manager-o2o-zh-cn>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://www.novartis.com/sites/novartis.com/files/novartis-life-handbook.pdf>
3. <mailto:diversityandincl.china@novartis.com>
4. <https://platform.moseeker.com/m/customize/page/novartis?jobnumber=REQ-10071274>
5. <https://platform.moseeker.com/m/customize/page/novartis?jobnumber=REQ-10071274>