Job description Key Account Manager NL/BE

Job title :	Key Account Manager NL/BE
Department :	Sales & Marketing Department
Reports to :	Country Director

Purpose of the job:	Manage key sales accounts within the Netherlands and Belgium

Major accountabilities

- To build and realize a Sales Action Plan in the Netherlands and Belgium
- To develop and manage a customer network of orthopaedic surgeons focusing on cartilage regeneration
- To maintain relationships and negotiate contracts and prices in accordance with the overall sales strategy
- To set up a network and facilitate hospitals willing to partner with TiGenix in order to grow the therapy adoption
- To collaborate with TiGenix internally to establish an optimal use of resources to cover all domains of your job
- To manage the practical organization of the sales & logistics process (order taking, delivery, OR assistance, invoicing, etc.) in coordination with customer service
- To represent TiGenix at national and international congresses in collaboration with the medical affairs department
- To provide feedback from the market
- To analyze and determine the most important account in an organization at any time
- To determine the most crucial needs of these key customers and carry them out to ensure that they receive first-class customer care and service
- To come up with a strategy to manage the account and set objectives about the account management
- To interact and communicate with the client on a regular basis to determine changing tastes and preferences
- To carry out continuous market analysis and research on the dynamics of the account
- To manage conflict and come up with effective negotiation and sales strategies
- To conduct a yearly account review together with the country director

Skills, experiences and qualifications required for the job:

- Optimal 5 year sales experience with orthopaedic surgeons, ideally in a pharmaceutical and a medical device environment
- Self-starter, positive thinker, excellent social and negotiation skills
- Excellent written and verbal communication skills
- Scientifically and result driven personality
- Bachelor of Nursing
- Languages: Dutch and good knowledge of English
- Familiar with Microsoft Office applications (Word, Excel, PowerPoint, etc)

Qualifications beneficial but not essential for the job:

- Operating Room experience
- Good knowledge of the Local orthopaedic community
- Experience in customer relations
- Knowledge of cartilage repair procedures & experience in the biomaterials business is a plus