

Customer Engagement Manager - Long-Term Care - BE - FR/NL

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Company: Michael Page

Location: Belgium

Category: office-and-administrative-support

The successful Customer Engagement Manager will have the following responsibilities:

Ensure that the customers of the Long-Term Care department are committed to remain or become customers

Take co-responsibility for the desired growth of the department, i.e. evolve into a leader in opinion and subsequently in market share

Ensure that a Customer Engagement & Communication Plan is drawn up, approved, implemented and adjusted annually

Managing 4 employees in the Customer Engagement department

Ensure The mission, the daily living of the mission, core values and the leadership model, in which the patient-centric action is central

Ensure annual turnover, margin and operating result for the department

The successful Customer Engagement Manager will have the following profile:

A bachelor's or Master's degree in a relevant field such as pharmacy, pharmaceutical sciences or business administration

At least 3 years of experience in a similar position - pharmaceutical sales, marketing, or healthcare management roles. A tender management experience is also required for

this role

Fluent in French and Dutch

Strong knowledge of pharmaceutical products, medical terminology, and healthcare regulations is essential

Good capacity to build and maintaining relationships with key stakeholders, including healthcare professionals, decision-makers

Excellent communication and interpersonal skills

The successful Customer Engagement Manager will have the following advantages:

A multi-faceted challenge in a successful local company

An inspiring working atmosphere in a stable company

A growing salary package including company car, insurances and extra legal advantages, flexibility (Min 1 day/week home working policy)

Long Term development opportunities

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