



Key Account Manager (Ref: KAM_0424)

About the company

RAFARM is an innovation-driven, dynamically growing pharmaceutical company and a well-established European manufacturer with an outward-looking orientation that invests 13% of net turnover in Research and Development. We introduce high technology in our state-of-the-art sterile manufacturing plant and create new production lines with cutting-edge technology and robotic equipment. RAFARM is a place where our people evolve and are full of passion and interests. We are a dynamic team that empowers talent, embraces diversity and accelerates development.

About the role

Our **Customer Relations** department is growing and we're seeking a highly communicative and adaptable **Key Account Manager** to join our team and be the driving force behind cultivating strong client relationships and delivering exceptional service.

The role main accountabilities will be the following:

- Participating in the design of the business relations framework of the customers of his/her portfolio in cooperation with the Head of Customer Relations and the Business Development Managers.
- Serve as one point of contact for all customers being the liaison with several key functions of RAFARM.
- Co-operation with the Operations with regards to any ad hoc project touching the commercial phase of contracts and Co-operation with the QA Department in relation with charges linked with QA projects.
- Preparing the Sales Budget and review any amendments that may be needed within the year of execution.
- Participating in the Business Review Meetings with the customers and preparing any material if needed.
- Participating actively in the production schedule design in collaboration with the Operations / Supply Chain / Planning Department.

Experience & Qualification Standards:

- A Bachelor's degree in Business Administration, Engineering, Life Sciences, or a related field. A Master's degree may be preferred but not always required.
- Minimum of 3 years of experience in a customer-facing role within the pharmaceutical / healthcare industry or in any other manufacturing sector.
- Proven track record of successfully managing key accounts and driving revenue growth.
- Strong negotiation and problem-solving abilities to address client needs and resolve issues effectively.
- Excellent communication and interpersonal skills, with the ability to build rapport and trust with key stakeholders both in Greek and English language.
- Exceptional teamwork skills coupled with the ability to communicate proficiently across all levels of the organization
- Strong Knowledge of Microsoft Office Suite



Benefits

- Competitive Compensation
- Private Health Insurance
- Career Development Opportunities
- Work-Life Balance
- Innovative Work Environment
- Community Engagement
- Recognition and Rewards

Why Join Us

At **RAFARM**, you'll be part of a passionate team dedicated to making a positive impact on global health. You'll grow your career in a dynamic and innovative environment where your contributions matter.

How to Apply

If you think that the above position suits you, then we are waiting for your application!! Submit your resume to hrdep@rafarm.gr.

After the collection and evaluation of all CV's, we will contact only those candidates who meet the requirements of the position to be filled in order to set an appointment for an interview. All applications are considered strictly confidential.