



Join Our Team as a Key account manager Southeast Europe

Key account manager Southeast Europe

Keywords:

Industry: animal health / ***Segment:*** Vaccines / ***Location:*** Southeast Europe region (location preferably Croatia) / ***Contract:*** Permanent contract, Full Time

About Vaxxinova

Vaxxinova develops, produces and markets a wide range of innovative licensed and autogenous vaccines to protect livestock and fish against disease. We create high quality solutions to improve animal health and to support the business of our customers. We believe that innovation and excellence in research are essential to produce premium products that match the current and future requirements in animal health.

The Vaxxinova Group, headquartered in Nijmegen, the Netherlands, was officially named and founded in 2010 but can rely on expertise and presence originating from the 1960's. Our current network comprises production, research & development, sales and diagnostic facilities in 12 countries: Brazil, Chile, Croatia, Germany, Italy, Japan, Jordan, Norway, the Netherlands, South Africa, Thailand and the USA. Vaxxinova is active in more than 75 countries.

Vaxxinova belongs to the EW Group, a German-based family-owned company, specialized in Life Sciences; genetics, diagnostics and healthcare sectors. The EW Group is highly committed to R&D and active in more than 100 countries.

About the role

As Key Account Manager you report to the Regional Manager Europe in Italy (Licensed poultry vaccine range) and work closely together with the autogenous business team in Germany to create leads (Autogenous poultry vaccines).

You are responsible for the Southeastern European region to promote the poultry vaccine portfolio and autogenous vaccine solutions, build and maintain strong, long-term relationships with strategic clients and/or distributors.

You ensure customer satisfaction, drive account growth, and maximize profitability by understanding client needs, offering tailored solutions, and coordinating with internal teams to deliver best in class services.

Main responsibilities

Key account Management

- Develop and maintain strategic relationships with key clients to drive retention and growth.
- Serve as the main point of contact for assigned accounts, managing communication and issue resolution.
- Understand client business objectives, challenges, and industry trends to provide strategic solutions. Build key account plans.
- Identify opportunities for cross-selling and up-selling products or services like autogenous vaccine solutions.
- Prepare and deliver presentations, proposals, and business reviews to clients.
- Collaborate with internal departments (e.g., supply, finance, marketing, customer service) to ensure client satisfaction.
- Monitor account Sales performance and profitability.
- Negotiate contracts, pricing, and terms to achieve win-win outcomes.
- Monitor Forecast accuracy and follow up orders / delivery.



- Stay informed about competitors and market developments to anticipate client needs.

Pharmacovigilance

- Ensure that all safety-related information or adverse events reported by customers, or partners are promptly documented and forwarded to the pharmacovigilance department within the required timelines.

Customer Service

- Have a positive working relationship and provide a culture of support.
- Have a clear focus on customer satisfaction in performing your tasks and responsibilities and ensure the other staff members adopt a similar approach.

Countries cope:

Croatia, Slovenia, Albania, Bosnia and Herzegovina, Kosovo, North Macedonia, Moldova, Romania and Serbia.

Qualifications

- Bachelor's degree in Veterinary Medicine (preferred), Agriculture, Business Administration, Life Sciences, or a related field.
- 3–7 years of experience in key account management, vaccines sales, or the animal health/pharmaceutical industry.
- A working knowledge of veterinary immunology and diagnostic technologies will be an advantage.
- Must be available to travel domestically and overseas. Prepared to visit clients in all countries and have an aptitude for working in environments requiring cross-cultural skills.
- Excellent oral and written communication skills in Croatian and English.

What does Vaxxinova offer you?

Working at Vaxxinova means working in an open and professional environment where we value respect, open communication, and integrity.

You will work in a pleasant team of professionals in an informal environment.

Besides a good salary, Vaxxinova has excellent fringe benefits, and we foster continuous development and learning.

Organisation

- This position reports to the Regional Manager Europe
- Location: Southeast Europe (preferably Croatia)

If you are passionate about Key account management and eager to contribute to a forward-thinking company, we would love to hear from you!

Questions / applications:

Henri Verlinden, Director HR: henri.verlinden@vaxxinova.com

Julien Gros, Sales Director Europe and International Zone: julien.gros@vaxxinova.it