

# Portfolio Account Specialist (Immunology, VIC West)

Job ID  
REQ-10021715  
Sep 11, 2024  
Australia

## Summary

Helping people living with disease and their families takes more than innovative science. It takes a network of bright minds sharing ideas, insights and perspectives. It takes a team of people like you.

Ready to be part of reimagining medicine? Join us as a Portfolio Account Specialist and see how your achievements can change lives all around the world.

We are seeking a Portfolio Account Specialist to join our Immunology team. Reporting to the National Portfolio Manager, you will be responsible for strategically managing an Immunology portfolio in Victoria West territory. This role involves developing partnerships with stakeholders in the healthcare ecosystem to create value for the healthcare system, patients, and Novartis.

We are looking for individuals with a growth mindset, a competitive spirit, and a willingness to take smart risks. This role offers an excellent opportunity to work alongside a passionate team focused on improving patient outcomes.

## About the Role

- Drive sales and promote the portfolio of products in designated key accounts to achieve commercial goals.
- Develop detailed account and territory plans based on insights.
- Execute a customer engagement strategy and account action plan.
- Build relationships with key customers to identify growth opportunities and overcome barriers.
- Deeply understand the market, customer and patient journey, competitive dynamics, and brand impact on the healthcare system.
- Facilitate joint solutions with multiple stakeholders focused on patients.
- Prioritise customers and tactics based on potential and business objectives and provide customer insights to the cross-functional team and assist in developing solutions.
- Plan and facilitate speaker meetings in compliance with governance requirements.
- Collaborate with Agile teams to deliver key tactics.
- Spend time with key customers and regularly review stakeholder mapping.
- Accurately record interactions in the CRM system.

## Your Experience:

- Extensive knowledge of the Victoria healthcare system.

- Experience in key account management and strategic thinking.
- Pharmaceutical sales experience.
- Ability to interpret clinical data.
- Resilience under pressure and ability to influence cross-functional teams without direct authority.
- Ability to navigate complex healthcare environments with a strong prioritisation and flexibility in changing course as needed.
- Competence in influencing and negotiation and solution selling through dynamic questioning.
- Experience in optimising customer experience through various engagement channels.
- Strong presentation skills.
- Curiosity, learning agility, and effective communication.
- Time management skills to handle multiple ongoing projects.

**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>

**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

**Benefits and Rewards:** Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

International

Business Unit

Innovative Medicines

Location

Australia

Site

Victoria (VIC)

Company / Legal Entity

AU04 (FCRS = AU004) AU Pharma Pty Ltd

Functional Area

Sales

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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