

Renal / Rare Disease Territory Account Specialist – Ann Arbor, MI – Remote

Job ID
REQ-10038987
Jan 31, 2025
USA

Summary

This is a field-based and remote opportunity supporting key accounts in an assigned geography. Novartis is unable to offer relocation support for this role. Please only apply if this location is accessible for you.

The Territory Account Specialist (TAS) is a driven sales business leader who designs a customized customer experience tailored to the needs of each account and Health Care Provider (HCP). Acting as the primary Point of Contact (PoC) in our customer-centric approach, the Territory Account Specialist engages with clients to identify mutual priorities and address their needs by problem-solving and leveraging Novartis resources to enhance patient outcomes. The Territory Account Specialist possesses expertise in clinical selling, account selling, access navigation, problem solving, team orchestration/collaboration, and omni-channel engagement.

#LI-Remote

About the Role

Key Responsibilities:

- Pinpoint mutual priorities and utilize insights and strategies across the entire account to formulate a strategic territory business plan that aim to enhance product demand by addressing the requirements of key partners and their patients, ultimately achieving exceptional outcomes.
- Encourage clinical discussions that motivate the customer to advocate for their patients and involve the entire account team to identify any barriers, offering suitable solutions to meet the customer's needs.
- Utilize expertise and understanding of the market, relevant competitors, industry trends, and cross-functional strategies to foresee and effectively manage business opportunities and challenges.
- Conduct essential planning meetings with key stakeholders to tackle complex customer issues and collaborate effectively across departments to ensure all customer requirements are fulfilled.
- Examine market data and trends within the territory to understand the local business landscape, promote engagement, and lead both virtual and live interactions with customers.
- Utilize systems and omni-channel or multi-channel strategies to maximize the complete range of Novartis capabilities for personalized engagement with customers, whether in person or virtually.
- Work collaboratively with regional colleagues, other field staff, and home-office teams to proactively meet customer needs and deliver suitable access support.
- Deliver timely access assistance and work collaboratively with Patient Specialty Services (PSS) associates to address customer requirements efficiently.

Essential Requirements:

- Bachelor's degree required, advanced degree a plus.
- 2+ years' experience in specialty pharmaceuticals, biotech, or a sales role of similar complexity within the last 5 years.
- Demonstrates a strong ability to collaborate and work effectively across various functions in a matrix environment, communicates clinical product details proficiently, maintains a proven history of consistent high performance, and excels at navigating and successfully selling to large accounts and key customer segments.
- Proactive individual with strong analytical skills to identify, prioritize, and use relevant data to solve problems and satisfy key customers, while showcasing ethical leadership and promoting a culture of compliance with company policies and laws.
- Candidate must reside within territory, or within a reasonable daily commuting distance of 50 miles from territory boarder. Ability to travel 60-80% over a broad geography is required, with the ability to drive and/or fly within the territory. Must have a valid driver's license.

Desirable Requirements:

- Experience across therapeutic groups, disease states, account management strategy, and new product launches.
- Broad understanding in patient services, market access, buy and bill, specialty pharmacy, reimbursement and/or medical calling on HCPs with respect to a sophisticated product or reimbursement pathway.

Leveling Guidelines: the position will be filled at level commensurate with experience.

Territory Account Specialist:

- 2+ years' experience in specialty pharmaceuticals, biotech, or a sales role of similar complexity within the last 5 years.

Senior Territory Account Specialist:

- 5+ years' experience in specialty pharmaceuticals, biotech, or a sales role of similar complexity within the last 5 years.

Executive Territory Account Specialist:

- 10+ years' experience in specialty pharmaceuticals, biotech, or a sales role of similar complexity within the last 5 years.

Driving is an Essential Function of this Role: Meaning it is fundamental to the purpose of this job and cannot be eliminated. Because driving is an essential function of the role, you must have a fully valid and unrestricted driver's license to be qualified for this role. The company provides reasonable accommodations for otherwise qualified individuals with medical restrictions if an accommodation can be provided without eliminating the essential function of driving.

COVID-19 Vaccine Policy (customer-facing roles only): While Novartis does not require vaccination for COVID-19 or proof of a recent negative test result for COVID-19 at this time, employees working in customer-facing roles must adhere to and comply with customers' (such as hospitals, physician offices, etc.) credentialing guidelines, which may require vaccination. As required by applicable law, Novartis will consider requests for reasonable accommodation for those unable to be vaccinated. This requirement is subject to

applicable state and local laws and may not be applicable to employees working in certain jurisdictions. Please send accommodation requests to Eh.occupationalhealth@novartis.com.

Novartis Compensation and Benefit Summary: The pay range for this position at commencement of employment is expected to be between: Territory Account Specialist: \$114,100 and \$211,900/year | Senior Territory Account Specialist: \$126,000 and \$234,000/year | Executive Territory Account Specialist: \$138,600 and \$257,400/year; ***however, while salary ranges are effective from 1/1/25 through 12/31/25, fluctuations in the job market may necessitate adjustments to pay ranges during this period. Further, final pay determinations will depend on various factors, including, but not limited to geographical location, experience level, knowledge, skills, and abilities.*** The total compensation package for this position may also include other elements, including a sign-on bonus, restricted stock units, and discretionary awards in addition to a full range of medical, financial, and/or other benefits (including 401(k) eligibility and various paid time off benefits, such as vacation, sick time, and parental leave), dependent on the position offered. Details of participation in these benefit plans will be provided if an employee receives an offer of employment. If hired, employee will be in an “at-will position” and the Company reserves the right to modify base salary (as well as any other discretionary payment or compensation program) at any time, including for reasons related to individual performance, Company or individual department/team performance, and market factors.

For Field Roles with a Dedicated Training Period: The individual hired for this role will be required to successfully complete certain initial training, including home study, in eight (8) or fewer hours per day and forty (40) or fewer hours per week.

Company will not sponsor visas for this position.

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

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>

EEO Statement:

The Novartis Group of Companies are Equal Opportunity Employers who are focused on building and advancing a culture of inclusion that values and celebrates individual differences, uniqueness, backgrounds and perspectives. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, sex, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status. We are committed to fostering a diverse and inclusive workplace that reflects the world around us and connects us to the patients, customers and communities we serve.

Accessibility & Reasonable Accommodations

The Novartis Group of Companies are committed to working with and providing reasonable accommodation to

individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the application process, or to perform the essential functions of a position, please send an e-mail to us.reasonableaccommodations@novartis.com or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Division

US

Business Unit

Innovative Medicines

Location

USA

State

Field, US

Site

Field Sales (USA)

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Alternative Location 1

Ann Arbor (Michigan), Michigan, USA

Functional Area

Sales

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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1. <mailto:Eh.occupationalhealth@novartis.com>

2. <https://www.novartis.com/about/strategy/people-and-culture>
3. <https://talentnetwork.novartis.com/network>
4. <https://www.novartis.com/careers/benefits-rewards>
5. <mailto:us.reasonableaccommodations@novartis.com>
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