

# Allergy-Territory Account Specialist – Ann Arbor, MI – Remote

Job ID  
REQ-10018051  
Sep 10, 2024  
USA

## Summary

This is a field-based and remote opportunity supporting the key accounts.

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 self-motivated, business leader that crafts a tailored customer experience based on account and Health Care Provider (HCP) needs. As the primary Point of Contact (PoC) in our customer-centric model, the Territory Account Specialist will engage with customers to identify shared priorities and meet the customer's needs through problem-solving and making connections to Novartis resources with the goal of improving patient outcomes. The Territory Account Specialist is responsible for providing solutions to their customers by acting as the key orchestrator of Novartis resources and solutions for a variety of customers, including Health Care Providers, Reimbursement Personnel, Practice Administrators, Key Account, and Integrated Delivery Network partners and is accountable for working collaboratively to help ensure customer inquiries are solved by the appropriate Novartis Subject Matter Expert (SME). The Territory Account Specialist is proficient in the following areas: Clinical Selling, Account Selling, Access Navigation, Problem Solving, Team Orchestration / Collaboration, and Omni-Channel Engagement.

#LI-Remote

## About the Role

### Key Responsibilities:

- Facilitate clinical dialogue that compels the customer to act on behalf of their patients and engage the entire account to understand any obstacles that exist to provide appropriate solutions to ensure customer needs are met.
- Identify shared priorities and leverage knowledge and tactics within the full account to develop a strategic territory business plan that drives product demand by meeting the needs of key partners and ultimately their patients to drive outstanding results.

- Orchestrate in a collaborative manner with territory colleagues, other field-based and home-office personnel teams to proactively address customer needs and provide appropriate access support.
- Apply expertise and knowledge of the marketplace, applicable competitors, industry, and cross-functional activities/plans to anticipate and efficiently handle business opportunities/challenges.
- Analyze territory market data and trends to gain insights into the local business environment, drive pull-through and lead virtual and / or live engagements with customers.
- Lead any required planning meetings with key partners to address more sophisticated customer problems and work collaboratively across functions to ensure customer needs are met.
- Provide appropriate access support in the moment and collaborate effectively with Patient Specialty Services (PSS) associates to meet customer needs.
- Understand how to leverage systems and omni-channel/multi-channel options to apply the full suite of Novartis capabilities to personalize and engage with customers in both face-to-face and virtual environments.

### **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.
- Strong ability to collaborate, work cross-functionally within a matrix environment, can communicate clinical product information, has a validated track-record of consistent high-performance, and proficient in navigating and successfully selling to large accounts and key customer segments.
- Self-starter with analytic abilities to seek out, prioritize, and apply relevant information to solve problems to meet the needs of key customers, while also demonstrating ethical leadership and ability to champion an environment that promotes ethical behavior and compliance with company policies & laws.
- This is a remote position that will support key accounts in an assigned region. 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. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you. 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 2/3 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.

**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>

**Commitment to Diversity & Inclusion:** Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

**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](mailto: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: \$102,400 and \$153,600/year | Senior Territory Account Specialist: \$124,000 and \$186,000/year | Executive Territory Account Specialist: \$136,800 and \$205,200/year; *however, while salary ranges are effective from 1/1/24 through 12/31/24, 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](mailto: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.

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