

# Portfolio Account Specialist

Job ID  
REQ-10026527  
Oct 30, 2024  
Australia

## Summary

- The Sales Representative is a leading driver of our customer interactions and sales performance. They are the face of our customer experience approach and build deep relationships that deliver value for customers and patients in order to drive sales growth in a compliant and ethical manner.

## About the Role

Novartis, a global pharmaceutical and healthcare company dedicated to improving patient lives with a legacy of over 250 years, Novartis combines medical science and technology to develop life-changing medicines and healthcare solutions.

We are seeking a Portfolio Account Specialist to join our team. Reporting to the National Portfolio Manager, you will be responsible for strategically managing our Neuroscience portfolio in Perth region, Western Australia. 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.

## Responsibilities:

- 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 local 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>

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Division

International

Business Unit

Innovative Medicines

Location

Australia

Site

Western Australia (WA)

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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