

# Portfolio Account Specialist (Immunology, VIC West)

Job ID  
REQ-10021715  
Nov 14, 2024  
Australia

## 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.

## Role Requirements

**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?

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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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