Portfolio Account Specialist, VIC West - Rheumatology

Job ID
REQ-10088680

十月 22, 2026

Australia

摘要

As a Portfolio Account Specialist - Immunology, you will play a key role in driving customer engagement, building trusted partnerships with Dermatologists, including other healthcare professionals, and delivering meaningful value for customers and patients. You will be the face of our customer experience approach, using insights, data, and strong relationship-building skills to support sales growth in a compliant, ethical, and customer-centric way.

About the Role

As a Portfolio Account Specialist, you will be responsible for identifying and prioritising high-potential customers and accounts, engaging with healthcare professionals through value-based conversations, and delivering tailored customer experiences across multiple channels.
You will work closely with cross-functional teams to understand customer needs, develop account plans, and support initiatives that address unmet patient and healthcare challenges.

- Drive competitive sales growth through effective territory and account planning.
- Identify, prioritise, and engage high-potential healthcare professionals and key stakeholders.
- Build deep, trusted, and sustained relationships with customers in a compliant and ethical manner.
- Deliver personalised customer engagement using data, insights, approved content, and multiple engagement channels.
- Conduct value-based conversations to understand customer challenges, decision drivers, opportunities, and patient needs.
- Develop and implement territory, account, and customer interaction plans based on customer insights and business priorities.
- Collaborate with cross-functional teams to deliver solutions that support customers and improve the patient journey.
- Establish strong working relationships with opinion leaders and key medical influencers at territory level.
- Share customer insights with internal stakeholders to help inform content, campaigns, and engagement plans.
- Act with integrity, transparency, and professionalism in all customer and colleague interactions.
- Ensure all activities are conducted in line with compliance requirements, the Novartis Code of Ethics, and company policies.
- Report technical complaints, adverse events, and special case scenarios related to Novartis products within required timelines.

About You

You will be a customer-focused, commercially minded sales professional with experience in healthcare, pharmaceuticals, or a related field. You will bring strong communication, influencing, and relationship-building skills, along with the ability to use insights and data to drive effective customer engagement.

You will be energised by the opportunity to join a newly created national team and contribute to the growth of an important Immunology portfolio.

Key Requirements

- Experience in healthcare, pharmaceutical sales, or a related commercial role.
- Strong account management and customer engagement capability.
- Ability to build trusted relationships with healthcare professionals and key stakeholders.
- Strong communication, influencing, and negotiation skills.
- Commercial acumen and ability to identify opportunities for growth.
- Experience using customer insights and data to support territory and account planning.
- Established networks within relevant customer groups would be highly regarded.
- Immunology, Dermatology, or specialty care experience would be desirable.

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

Benefits and Rewards: Learn about all the ways we ' ll help you thrive personally and professionally. Read our handbook (PDF 30 MB)

部门
International

Business Unit
Sales

地点
Australia

站点
Victoria (VIC)

Company / Legal Entity
AU04 (FCRS = AU004) Novartis Pharmaceuticals Australia Pty Ltd

Alternative Location 1
South Australia (SA), Australia

Functional Area
Sales

Job Type
Full time

Employment Type
Regular (Sales)

Shift Work

No

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// Ensure the global player registry array always exists, regardless of embed type. window.kalturaPlayerVideos = window.kalturaPlayerVideos || []; try { var thumbEmbedPromise = thumbnailEmbed({config, mediaInfo: {entryId: "1dgfvmafo"}}); // thumbnailEmbed() returns a Promise that resolves with the player instance // when the user clicks the thumbnail. Use .then() to capture the player directly. thumbEmbedPromise .then(function(player) { window.kalturaPlayerVideos.push(player); // Notify kaltura datalayer.js that a new player is ready so it can // attach custom event listeners immediately, regardless of when // the user clicked the thumbnail relative to page load. document.dispatchEvent(new CustomEvent('kalturaPlayerReady', { detail: { player: player } })); }) .catch(function(error) { console.error(error); }); } catch (e) { console.error(e.message) }

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