NOVARTIS

Oncology Territory Account Specialist, Hematology – Grand Rapids MI

Job ID
REQ-10089742
Oct 12, 2026
LOC_US

About the Role

Key Responsibilities:

- Navigate and resolve challenges within accounts to ensure customer needs are met with effective, tailored solutions.
- Build a strategic territory plan by aligning shared priorities and applying insights and tactics that drive product demand and support better patient outcomes.
- Partner proactively with territory teammates, field teams, and home-office colleagues to address customer needs and deliver access support.
- Apply deep knowledge of the market, competitive landscape, and cross-functional dynamics to anticipate opportunities and respond to challenges with agility.
- Use territory data and market trends to uncover local insights, support pull-through efforts, and lead impactful customer engagements – virtually or in person.
- Facilitate planning sessions with key stakeholders to solve complex challenges and collaborate across functions to meet customer needs with urgency.
- Deliver real-time access support and work closely with Patient Specialty Services (PSS) to ensure seamless customer experience.
- Harness digital tools and omni-channel strategies to personalize outreach and engage customers across both virtual and face-to-face settings.

Essential Requirements:

- Bachelor’s degree required from 4-year college or university.
- Experience (see leveling guidelines below) in pharmaceutical, biotech, healthcare, or similarly structured industries with large, geographically dispersed sales teams within the last 5 years. We also welcome candidates from other complex sales environments such as medical devices, diagnostics, life sciences services, insurance, consumer health, or B2B sectors, especially where strong field leadership and customer engagement are central to success. For Associate Level opportunities, applicants with limited prior sales experience are encouraged to apply.
- Proven track-record of consistent high-performance, and well-versed in navigating and successfully selling to large accounts and key customers.
- 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 foster environment that promotes ethical behavior and compliance with company policies and laws.
- Candidate must reside within territory, or within a reasonable daily commuting distance of 50 miles from the territory border. 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.

- Associate Territory Account Specialist: Recently separated from the US Military with 4+ years of military service in a leadership capacity (Platoon Leader, Executive Officer, Company Commander, etc.), or applicants with limited prior sales experience.
  - Demonstrates strong ability to collaborate, work cross-functionally within a matrix environment, and communicate product information effectively.
  - Preferred experience in the 2-year Novartis Sales Internship Program; demonstrated proven leadership experience in student sports, fraternities, clubs, activities, and other extracurricular activities.
- Territory Account Specialist: 2+ years' experience in specialty pharmaceutical, biotech, healthcare, medical device, diagnostics, life sciences services, insurance, consumer health, B2B sectors or sales role of similar complexity within the last 5 years. Strong ability to collaborate, work cross-functionally within a matrix environment and can communicate clinical product information.
- Senior Territory Account Specialist: 5+ years' experience in specialty pharmaceutical, biotech, healthcare, medical device, diagnostics, life sciences services, insurance, consumer health, B2B sectors or sales role of similar complexity within the last 5 years. Strong ability to collaborate, work cross-functionally within a matrix environment and can communicate clinical product information.

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.

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, eight (8) or fewer hours per day and forty (40) or fewer hours per week.

Novartis Compensation Summary:

The salary for this position is expected to range between:

- Associate Territory Account Specialist: $81,200 and $150,800 per year
- Territory Account Specialist: $114,100 and $211,900 per year
- Senior Territory Account Specialist: $132,300 and $245,700 per year

The final salary offered is determined based on factors like, but not limited to, relevant skills and experience, and upon joining Novartis will be reviewed periodically. Novartis may change the published salary range based on company and market factors.

Your compensation will include a performance-based cash incentive and, depending on the level of the role, eligibility to be considered for annual equity awards.

US-based eligible employees will receive a comprehensive benefits package that includes health, life and disability benefits, a 401(k) with company contribution and match, and a variety of other benefits. In addition, employees are eligible for a generous time off package including vacation, personal days, holidays and other leaves.

Role Requirements

Division
DIV_IU
Business Unit
Sales
Location
LOC_US
Site
Field Sales (USA)
Company / Legal Entity
U014 (FCRS = US014) Novartis Pharmaceuticals Corporation
Alternative Location 1
LOC_US
Functional Area
FCT_SA
Job Type
Full time
Employment Type
Regular (Sales)
Shift Work
No
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