NOVARTIS

Portfolio Account Specialist, VIC West - Rheumatology

Job ID
REQ-10088680
Oct 22, 2026
LOC_AU

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.

Role Requirements

Division
DIV_IM
Business Unit
Sales
Location
LOC_AU
Site
Victoria (VIC)
Company / Legal Entity
AU04 (FCRS = AU004) Novartis Pharmaceuticals Australia Pty Ltd
Alternative Location 1
LOC_AU
Functional Area
FCT_SA
Job Type
Full time
Employment Type
Regular (Sales)
Shift Work
No
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