

Senior Account Specialist, Neuroscience (Victoria East + Tasmania)

Job ID
REQ-10065597

11月 26, 2025

Australia

摘要

Help reimagine medicine for people living with multiple sclerosis! Novartis is seeking an Account Specialist in Neuroscience focused to act as the primary interface with healthcare professionals and key stakeholders. The role centres on leading ethical, compliant customer engagement, building deep, trust-based relationships, and delivering tailored, customer-centric experiences that ultimately create value for both customers and patients.

You will represent the Novartis customer experience approach by understanding HCP needs, coordinating multichannel interactions, and translating insights into meaningful actions that support patient outcomes. Success requires strong communication, active listening, and the ability to partner with stakeholders over time.

The position reports to the National Sales Manager and covers the Victoria East and Tasmania territories. You will join a highly engaged, collaborative team that puts patients at the heart of every decision, aligning daily activities to the broader mission of reimaging medicine for people living with multiple sclerosis.

About the Role

- Drive competitive sales growth by identifying and prioritizing high-potential HCPs and stakeholders through data-driven analysis.
- Orchestrate positive, outcome-focused customer experiences to deliver strong sales performance.
- Execute territory and account plans aligned to business priorities and patient needs.
- Engage in value-based, compliant conversations (in-person and virtual) to uncover challenges, decision drivers, and opportunities.
- Personalise multichannel engagement journeys with approved content and partner with HCPs for sustained collaboration that supports the right patient at the right time.
- Build effective relationships with local opinion leaders and medical influencers to appropriately challenge behaviours and improve the patient journey.
- Develop deep customer insights, translating feedback and data into prioritised territory, account, and interaction plans, and share insights with cross-functional teams.
- Deliver value to customers and patients by collaborating compliantly across functions, acting with integrity and transparency, and living the Novartis Code of Ethics and Values.

What you 'll bring

- Proven sales experience in healthcare, pharmaceuticals, or related industries, with an established network in the target customer group.
- Therapeutic or product knowledge in neuroscience and/or multiple sclerosis.
- Strong account management, territory planning, and orchestration skills.
- Proficiency in virtual and in-person engagement, multichannel tools, and data literacy to analyse performance, segment customers, and adapt plans.
- Exceptional communication, questioning, active listening, and ethical influence to build trust and long-term partnerships.
- Collaborative mindset with cross-functional teams, demonstrating high integrity, sound judgment, and commitment to compliant conduct.

Why Novartis

- Purpose-driven work improving patient outcomes
- Inclusive, diverse culture with learning and growth opportunities
- Competitive benefits and development programs

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: Read our handbook to learn about all the ways we ' ll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

部门
Pharma

Business Unit
Sales

地点
Australia

站点
Victoria (VIC)

Company / Legal Entity
AU04 (FCRS = AU004) AU Pharma Pty Ltd

Functional Area
Sales

Job Type
Full time

Employment Type
Regular

Shift Work
No

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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