

## Senior Portfolio Account Specialist

Job ID  
REQ-10085407

8月 09, 2026

Australia

### 摘要

Are you a driven, customer-focused sales professional who is passionate about improving patient outcomes? We have an exciting opportunity for a Portfolio Account Specialist to join our team, covering a high-potential NSW Southwest territory.

This is a fantastic territory with significant opportunity, including major hospitals across Liverpool, Campbelltown, Fairfield and surrounding areas. In this role, you will engage with a broad range of healthcare professionals, including cardiologists, endocrinologists and general physicians across both public and private hospital settings.

With a strong portfolio and an exciting pipeline, this role offers the opportunity to make a meaningful impact for customers, patients and the business.

### About the Role

As a Portfolio Account Specialist, you will be a leading driver of customer interactions and sales

performance. You will be the face of our customer experience approach, building deep and trusted relationships that deliver value for healthcare professionals and patients, while driving sales growth in a compliant and ethical manner.

You will use insights, data and strong customer engagement skills to identify opportunities, prioritise high-potential customers and deliver tailored, meaningful interactions that support better patient outcomes.

- Drive competitive sales growth across the NSW South West territory by identifying and prioritising high-potential customers, including HCPs and key stakeholders who influence prescribing decisions.
- Build and strengthen trusted relationships with healthcare professionals across public and private hospitals, including specialists, opinion leaders and key medical influencers.
- Deliver positive, customer-centric experiences through meaningful in-person and virtual engagement that reflects customer needs, preferences and healthcare environments.
- Engage in value-based conversations to understand customer challenges, decision drivers, pain points and opportunities, and translate insights into actions that create value.
- Develop, prioritise and adapt territory, account and customer engagement plans by leveraging available data, customer insights and feedback.
- Partner with HCPs and collaborate compliantly with cross-functional teams to address unmet customer and patient needs and support improvements in the patient journey.
- Act as a trusted partner to customers by listening, learning and creating value-added solutions in a compliant, ethical and transparent manner.
- Uphold the Novartis Code of Ethics, Values and Behaviours, including reporting technical complaints, adverse events or special case scenarios within 24 hours and managing marketing samples where applicable.

## What you 'll bring:

We are looking for someone who is commercially driven, customer-centric and able to build strong relationships across complex healthcare environments. You will be comfortable working with data and insights, planning strategically across your territory and engaging with a variety of specialist healthcare professionals.

- Proven experience in pharmaceutical, healthcare or specialist sales.
- Strong territory and account management capability.
- Experience engaging with specialists, hospital stakeholders or key opinion leaders.
- Ability to build trusted relationships through meaningful, value-based conversations.
- Strong commercial acumen and ability to identify and prioritise growth opportunities.
- Confidence using data and insights to inform customer engagement plans.
- A collaborative mindset and ability to work effectively with cross-functional teams.
- High ethical standards and a commitment to compliant customer engagement.
- Strong communication, influencing and planning skills.

## Why join us?

This is an exciting opportunity to take ownership of a high-potential territory across NSW South West,

with access to major hospital accounts and a diverse customer base. You will be part of a collaborative, purpose-driven organisation with a strong portfolio, a promising pipeline and a commitment to improving outcomes for patients.

If you are passionate about customer engagement, sales excellence and making a difference in healthcare, we would love to hear from you.

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

General Management

地点

Australia

站点

New South Wales (NSW)

Company / Legal Entity

AU04 (FCRS = AU004) Novartis Pharmaceuticals Australia Pty Ltd

Functional Area

Sales

Job Type  
Full time

Employment Type  
Regular (Sales)

Shift Work  
No

```
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false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets:
['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
kPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
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alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled:
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false, playlistEvents: false, castEvents: false } }; }
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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_data_layer.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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