

# Territory Account Specialist

Job ID  
REQ-10018118  
Aug 02, 2024  
USA

## Summary

-The Sales Representative is a leading driver of our customer interactions and sales performance. They are the face of our customer experience approach and build deep relationships that deliver value for customers and patients in order to drive sales growth in a compliant and ethical manner.

## About the Role

### Major accountabilities:

- Drive Competitive Sales Growth -Identify and prioritize high-potential customers through data analysis (HCPs and stakeholders) who influence prescription decisions -Drive sales performance through the skillful orchestration of positive customer experiences -Engage and Build Relationships.
- Engage in value-based conversations (in-person and virtually) to understand critical customer challenges, decision-drivers, pain points and opportunities -Personalize and orchestrate customer engagement journeys for target HCPs by reflecting customer preferences, leveraging available content and multiple engagement channels -Build engagement by working in partnership with HCPs to develop a sustained collaboration over time for Novartis -Deliver memorable, customer-centric experiences beyond clinical differentiation by listening to their needs and understanding their healthcare environment -Establish effective working relationships with opinion leaders and top medical influencers (at territory level) and challenge current behaviors in order to improve the patient journey (right patient, right time) -Develop Deep Customer Insights and Understanding -Gather insights on the customer's business to uncover what is important to them -Follow up on customer feedback and translate responses into actions that create additional value and exceed expectations -Leverage available data sources to create, dynamically prioritize and adjust relevant territory, account and customer interaction plans -Share customer insights with relevant internal stakeholders on an ongoing basis to support the development of product-and indication-related content, campaigns and interaction plans -Deliver Value to Customers and Patients - Collaborate compliantly with cross-functional teams to design and implement solutions that address unmet customer and patient needs -Act as a trusted partner to the customer for the purpose of helping them run their business; listen to learn; strive to deepen the relationship in a compliant and ethical manner; position themselves to create value-add solutions.
- Act with integrity and honesty by treating customers and colleagues in a transparent and respectful manner with clear intent.
- When facing ethical dilemmas, do the right thing and speak up when things don't seem right.
- Live by Novartis Code of Ethics and Values and Behaviors.

### Key performance indicators:

- To be populated at local level, based on the guidance that will follow from IMI Field Engagement

Performance Management Council outcomes.

**Minimum Requirements:**

**Work Experience:**

- Established Network to target Customer Group desirable.
- Sales in Healthcare / Pharma / related business.
- Specific Product knowledge desirable.

**Skills:**

- Account Management.
- Commercial Excellence.
- Communication Skills.
- Compliance.
- Conflict Management.
- Cross-Functional Coordination.
- Customer Insights.
- Ethics.
- Healthcare Sector.
- Influencing Skills.
- Negotiation Skills.
- Selling Skills.
- Technical Skills.

**Languages :**

- English.

**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>

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Division

US

Business Unit

Innovative Medicines

Location

USA

Site

Field Sales (USA)

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Sales

Employment Type

Regular

Shift Work

No

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Learn about our business, strategy and performance in 2023, and how we create sustainable value for stakeholders and society.Learn about our business, strategy and performance in 2023, and how we create sustainable value for stakeholders and society.Learn about our business, strategy and performance in 2023, and how we create sustainable value for stakeholders and society.Learn about our business, strategy and performance in 2023, and how we create sustainable value for stakeholders and society.

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Major Accountabilities ~ Steigern Sie Ihr wettbewerbsfähiges Umsatzwachstum ~ Identifizierung und Priorisierung von Kunden mit hohem Potenzial durch Datenanalyse (HCPs und Stakeholder), die Verschreibungsentscheidungen beeinflussen ~ Steigern Sie die Vertriebsleistung durch die geschickte Orchestrierung positiver Kundenerlebnisse ~ Engagieren und Beziehungen aufbauen ~ Führen Sie wertorientierte Gespräche (persönlich und virtuell), um kritische Kundenherausforderungen, Entscheidungstreiber, Schwachstellen und Chancen zu verstehen ~ Personalisieren und orchestrieren Sie Customer Engagement Journeys für HCPs,

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