

Ultra-Rare Disease Territory Account Specialist- Richmond

Job ID

REQ-10073570

Mar 24, 2026

LOC_US

About the Role

Key Responsibilities:

- Proactively identify and navigate any account-level challenges, partnering with customers to deliver thoughtful, compliant solutions that support patient care.
- Develop and execute Health Care Provider (HCP) and account-level business plans rooted in shared priorities, informed by clinical insight, access considerations, and operational understanding.
- Educate Health Care Providers and practice teams on non-clinical barriers to care, including access and reimbursement tools relevant to ultra-rare disease management.
- Maintain a strong understanding of patient flow, drug acquisition, and practice dynamics to help support timely treatment initiation and continuity of care.
- Collaborate closely with field-based and home-office partners to address Health Care Provider needs and share relevant market access insights.
- Leverage deep knowledge of the ultra-rare disease landscape, competitors, and industry trends to anticipate opportunities and navigate evolving challenges.
- Analyze territory-level data and market trends to inform strategy, drive pull-through, and lead meaningful virtual and in-person engagements with Health Care Providers.
- Lead cross-functional planning discussions to solve complex Health Care Provider challenges with urgency, alignment, and a patient-first mindset.
- Serve as the primary orchestrator of Novartis resources for assigned Health Care Providers, compliantly coordinating across Medical, Access, and Patient Support teams while personalizing engagement through omni-channel capabilities.

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 supporting ultra-rare or specialty disease states, including familiarity with sophisticated access and

reimbursement pathways (e.g., buy-and-bill, injectable, or biologic products).

- Broad experience across therapeutic areas, patient services, market access, reimbursement models, account strategy, and/or new product launches, with an understanding of engaging Health Care Providers around complex treatment and access pathways.

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.
- Executive Territory Account Specialist: 10+ 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 in 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
- Executive Territory Account Specialist: \$145,600 and \$270,400 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

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 \(PDF 30 MB\)](#)

Division

DIV_IU

Business Unit

Sales

Location

LOC_US

Site

Field Sales (USA)

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

FCT_SA

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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