

Ultra-Rare Disease Territory Account Specialist- Richmond

Job ID
REQ-10073570
мар 24, 2026
CUSA

Сводка

#LI-Remote

This is a field-based and remote opportunity supporting key accounts in an assigned geography. Novartis is unable to offer relocation support for this role. Please only apply if this location is accessible to you.

Company will not sponsor visas for this position.

The Ultra-Rare Disease Territory Account Specialist is a self-driven business leader who shapes thoughtful, personalized customer experiences aligned to the unique needs of Health Care Providers and their patients. Serving as the primary point of contact, this role partners closely with customers to identify shared priorities, solve complex challenges, and connect seamlessly to Novartis resources in support of improved patient outcomes. Operating with autonomy in a highly dynamic environment, the Ultra-Rare Disease Territory Account Specialist orchestrates patient-focused solutions across clinical, operational, and access pathways, informed by a deep understanding of patient flow and ultra-rare disease access dynamics. While retaining core demand-generation responsibilities, this role brings expanded focus to access, operational excellence, and continuity of care to help enable timely treatment initiation and sustained patient support.

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.

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 \(PDF 30 MB\)](#)

EEO Statement:

The Novartis Group of Companies are Equal Opportunity Employers. We do not discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, sex, national origin, age, sexual orientation, gender identity or expression, marital or veteran status, disability, or any other legally protected status.

Accessibility & Reasonable Accommodations

The Novartis Group of Companies are committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the application process, or to perform the essential functions of a position, please send an e-mail to us.reasonableaccommodations@novartis.com or call +1(877)395-2339 and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

Дивизион

US

Business Unit

Sales

Место

США

Состояние

Field, US

Сайт

Field Sales (USA)

Company / Legal Entity

U014 (FCRS = US014) Novartis Pharmaceuticals Corporation

Functional Area

Продажи

Job Type

Full time

Employment Type

Regular (Sales)

Shift Work

No

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