

Customer Insights & Engagement Manager

Job ID
REQ-10075706
апр 15, 2026
Австрия

Сводка

-Lead and manage all aspects of the Sales Administration/ Operations team within a significant country including order management team; site-to-site material purchasing process and master data maintenance to ensure uninterrupted business operations. Manage team activities including resources allocation based on workload and priorities, professional development, reporting and delivery of group objectives. Leads a key area of sales support within a significant county (Sales training, Analytics, Sales Operations). Develop an effective through training and coaching or management of key commercial programmes

About the Role

Major accountabilities:

- Responsible for supporting sales representatives and channel partners in processing orders / returns; providing metrics/ reports to Sales team and engaging HCPs for expense payout.
- Follow up on sales orders and provide status updates; update customer lists business wise.
- Research and resolve escalated problems and issues, including issues related to order management, accounting and invoicing.
- Communicate status of problems and solutions to customers and other appropriate parties.
- Ensure team adherence to all processes and working procedures related to customer service.
- Coordination of process changes and maintenance of customer service SOP's.
- Ensuring new team members receive the required level of system support and training to efficiently and effectively perform appointed role.
- Approval of SOP/ GxP document as main responsible and accountable person for the content and the applicability of the mentioned procedures.
- Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt.
- Distribution of marketing samples (where applicable)

Key performance indicators:

- Customer satisfaction: yearly survey result and multi rater feedback from stakeholders.
- Compliance with order management deadlines.
- NFCM control results related to customer service transactions.

Minimum Requirements:

Work Experience:

- Marketing in Healthcare / Pharma business.
- Sales in Healthcare / Pharma / related business.

Skills:

- Calls Handling
- Customer Care
- Customer Experience
- Customer Relations
- Customer Satisfaction
- Customer Service
- Customer-Support
- E-Learning
- Field Service Management
- Order Management
- Professional Ethics
- Sales
- Waterfall Model

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

Дивизион
International
Business Unit
Strategic Planning & BD&L
Место

Австрия
Сайт
Vienna
Company / Legal Entity
AT06 (FCRS = AT006) Novartis Pharma GmbH
Functional Area
Продажи
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.

Adjustments for Applicants with Disabilities

If because of a medical condition, physical disability or a neurodiverse condition you require an adjustment during the recruitment process, please reach out to disabilities.austria@novartis.com and let us know the nature of your request as well as your contact information. The support which we can provide will include advice on suitable positions as well as guidance at all stages of the application process. Austrian law provides candidates the opportunity to involve the local disability representative, Behindertenvertrauensperson (BVP), in the application process. If you would like to request this, please let us know in advance as a note on your CV.

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List of links present in page

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2. https://www.novartis.com/sites/novartis_com/files/novartis-life-handbook.pdf
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