

Operations and Field Effectiveness Lead (f/m/d)

Job ID
REQ-10064080

12月 02, 2025

Austria

摘要

#LI-hybrid
Location: Vienna, Austria

The Operations and Field Effectiveness Lead empowers teams to deliver results through field force enablement and data-driven insights. This role improves processes, deploys engagement dashboards, and collaborates across functions to optimize customer impact. Leadership ensures commercial excellence and effective customer engagement.

About the Role

Major accountabilities:

- Managing and ensuring the development of a team of experienced Customer Excellence & CRM professionals

- Proactively driving field force enablement and planning
- Carrying out Customer Engagement, Customer Insights & Segmentation, Tiering & Targeting together with TAs
- Field Force Engagement Dashboard deployment, Visualization and Insights
- Benchmarking to recommend coverage, frequency, SoV(Share of Voice)/SoR(Share of Rep) and enabling customer impact, Voice of the Customer
- Improving processes and tools to drive commercial and medical excellence
- Preparation and implementation of call plans, customer engagement KPIs, engagement processes and policies

Minimum Requirements:

- Bachelor 's or master 's degree in business analytics, economics or a related field
- Proven experience in customer insights, segmentation design and methodologies and strong analytical skills
- Demonstration of translating data into insights that are actionable and meaningful.
- Excellent communication skills to effectively present findings and recommendations.
- Experience working cross-functionally and exposure to senior business leadership.
- Competitive and entrepreneurial mindset with proven track record of fostering innovation.
- Team leadership experience
- Written and spoken German and English

You ' ll receive:

In addition to a market-competitive base salary, we offer an attractive incentive program, a modern company pension scheme, learning and development options as well as worldwide

career opportunities within the Novartis group. In accordance with Austrian law, we are obliged to disclose the minimum salary. For this position the minimum salary is € 82.000/year (on a full-time basis). The actual salary will be higher, as we strive to maintain a competitive position in the market and consider your previous experience, qualifications, and individual competencies.

Commitment to Diversity and Inclusion / EEO paragraph

Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

Accessibility and Accommodation:

Accessibility and accommodation 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.

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: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

部门

International

Business Unit

General Management

地点

Austria

站点

Vienna

Company / Legal Entity

AT06 (FCRS = AT006) Novartis Pharma GmbH

Functional Area

Data and Digital

Job Type

Full time

Employment Type
Regular

Shift Work
No

[Apply to Job](#)

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.

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.



Job ID
REQ-10064080

Operations and Field Effectiveness Lead (f/m/d)

[Apply to Job](#)

Source URL:
<https://prod1.novartis.com.cn/careers/career-search/job/details/req-10064080-operations-and-field->

effectiveness-lead-fmd

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://www.novartis.com/careers/benefits-rewards>
3. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Vienna/Operations-and-Field-Effectiveness-Lead--f-m-d-REQ-10064080-1>
4. <mailto:disabilities.austria@novartis.com>
5. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Vienna/Operations-and-Field-Effectiveness-Lead--f-m-d-REQ-10064080-1>