

## Customer Insights & Engagement Manager

Job ID  
REQ-10075706

4月 22, 2026

Austria

### 摘要

The Customer Insights & Engagement Manager is responsible for the day-to-day operations of the CRM environment (Veeva CRM / Salesforce) to ensure high data quality, reliable system usage, and smooth support for field teams. The role acts as the primary operational interface between end users (Sales, Medical, Marketing), local business teams, global CRM/IT functions, and offshore support teams, with a strong focus on data accuracy, territory and sales line alignment, ticket resolution, and user enablement.

This position is critical for ensuring that CRM processes work consistently, compliantly, and efficiently in daily operations.

### About the Role

Major Accountabilities:

- Own and maintain CRM data accuracy, including customers, accounts, affiliations, territories, and sales line structures
- Validate and coordinate data changes and corrections, ensuring compliance with internal data governance standards. Perform regular data quality checks, identify inconsistencies, and proactively resolve issues before they impact field teams
- Support and monitor activity and process documentation in the CRM system in line with local requirements and serve as the first point of contact for CRM operational questions from end users
- Own and manage CRM-related tickets, including triage, clarification, follow-up, and closure. Collaborate closely with support teams to ensure timely and correct resolution of incidents, translate technical responses into clear, actionable guidance for end users
- Support CRM onboarding provide refresher trainings for new and existing users and prepare and maintain training materials, FAQs, and process guidance for CRM usage. Run regular CRM support formats to address recurring issues and upcoming changes
- Proactively communicate system changes, process updates, and best practices to field teams and support the implementation of new CRM features, modules, and releases from an operational perspective
- Identify recurring pain points in CRM usage and propose pragmatic process improvements
- Ensure that CRM processes are fit for daily use, well documented, and consistently applied and work closely with local and global stakeholders to align system capabilities with operational needs

#### Essential Requirements:

- Bachelor ' s degree in business, IT, data, or a comparable qualification; relevant vocational training is a plus
- Several years of hands-on experience with CRM systems (e.g. Veeva CRM, Salesforce), ideally in a field-force or commercial environment
- Strong understanding of CRM data structures, master data, territories, and operational workflows
- Advanced Excel skills for data validation, checks, and ad-hoc analyses
- Experience working with ticketing systems and coordinating with technical or offshore support teams
- Clear, structured communication style and the ability to explain technical topics to non-technical users
- Fluency in German (required) and English

#### Essential Requirements:

- Experience in the pharmaceutical or life-sciences environment is an advantage
- High attention to detail, reliability, and a strong sense of ownership for operational outcomes

#### 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>

In addition to a market-competitive base salary, we offer an attractive incentive program, a modern company pension scheme, childcare facilities, learning and development opportunities as well as worldwide career possibilities within the Novartis group. In accordance with Austrian law, we are obliged to disclose the minimum salary as stated in the collective bargaining agreement. For this position the minimum salary is € 65.605,54/year (on a full-time basis). The actual salary will be significantly higher, as we strive to maintain a competitive position in the market and consider your previous experience, qualifications and individual competencies.

We are open for part-time and job-sharing models and support flexible and remote working where possible.

#### 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:

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to receive more detailed information about the essential functions of a position, please send an e-mail to [inclusion.switzerland@novartis.com](mailto:inclusion.switzerland@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

#### 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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:  
<https://talentnetwork.novartis.com/network>

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部门

International

Business Unit

Strategic Planning & BD&L

地点

Austria

站点

Vienna

Company / Legal Entity

AT06 (FCRS = AT006) Novartis Pharma GmbH

Functional Area

Sales

Job Type

Full time

Employment Type

Regular

Shift Work

No

```
var config = { targetId: "kalturaplayer69fb26f4e8c95380719112", provider: { widgetId:
"1Qm7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause:
false, allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: {},
sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true,
showSpeedMenu: false }, css : "/modules/custom/arcticnckalturaaddon/css/kalturavideo.css",
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
KalturaPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(KalturaPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(KalturaPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", //
Default: bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default:
alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled:
false, printDisabled: false, disable: true }; } if (KalturaPlayer.plugins["preventSeek"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (KalturaPlayer.plugins["navigation"]) {
config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible:
false }; } if (KalturaPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; }
if (KalturaPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if
(KalturaPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if
(KalturaPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents =
[]; if (KalturaPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {};
config.plugins.googleTagManager.customEventsTracking = {};
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } }; }
```

```
try { var kalturaPlayer = KalturaPlayer.setup(config); // Add the player to the global array. if (typeof
kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var
kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } // Load the Player for other
media. kalturaPlayer.loadMedia({entryId: "1dgfvmafo"}); } catch (e) { console.error(e.message) }
```

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