

Customer Insights & Engagement Manager

Job ID

REQ-10075706

Apr 15, 2026

LOC_AT

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

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_IM

Business Unit

Strategic Planning & BD&L

Location

LOC_AT

Site

Vienna

Company / Legal Entity

AT06 (FCRS = AT006) Novartis Pharma GmbH

Functional Area

FCT_SA

Job Type

Full time

Employment Type

Regular

Shift Work

No

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