

Customer Excellence & Capability Building Manager

Job ID

REQ-10077047

May 20, 2026

LOC_SK

About the Role

Key Responsibilities:

- Lead end-to-end activation and execution of omnichannel customer engagement across CRM, SFMC, and related platforms, ensuring alignment with global OCE/OMC standards and execution quality requirements.
- Govern validated omnichannel customer journeys, content tagging, FUSE, and MLR processes to ensure compliant, high-quality, and measurable engagement execution.
- Oversee planning, logistics, vendor coordination, and speaker management for HCP meetings, congresses, and internal cycle meetings, ensuring cost-efficient and compliant execution.
- Orchestrate Integrated Commercial Excellence (ICE) ways of working, Launch Readiness Reviews, and handshake workshops to ensure successful launches and cross-functional alignment.
- Implement Dynamic Resource Optimization (DRO) frameworks, including AI-driven call planning, to optimize field force deployment and resource efficiency.
- Ensure disciplined execution of One-Brand-Plan governance, milestones, metrics, and Marketing Excellence standards in close partnership with brand and capability teams.
- Lead patient and payer engagement execution by deploying patient activation frameworks and ensuring governance excellence across patient services and support programs.
- Act as the country voice of learning by assessing cross-functional capability needs and aligning the local capability roadmap with international learning strategies and priorities.
- Localize and deploy global capability programs across Marketing, Sales, Medical Affairs, and Value & Access, ensuring learning effectiveness, governance, and quality assurance.
- Manage learning vendors and budgets, monitor adoption and proficiency lift, and track business impact and ROI of capability initiatives.

Requirements:

- University degree with fluent English proficiency; additional local language skills (Slovak) required, combined with several years of experience in customer excellence, commercial excellence, capability building, or learning and development.
- Proven track record in omnichannel execution, launch excellence, and delivery of scalable capability programs across commercial and medical functions.
- Strong experience with CRM systems, marketing automation platforms, learning technologies, and performance analytics.
- Solid understanding of governance, compliance, MLR processes, and execution quality standards in a regulated industry.
- Strong stakeholder management skills with the ability to operate across Marketing, Sales, Medical Affairs, and Value & Access.
- Ability to translate strategy into practical execution frameworks with measurable business impact.
- Experience managing external vendors, budgets, and ROI tracking for execution and learning initiatives.
- Demonstrated capability to drive adoption, behavior change, and continuous improvement through structured enablement programs.

Benefits & Rewards

- We offer minimum of 41.360 EUR EUR annually along with annual bonus.

- Monthly pension contribution matching your contribution up to 3% of your gross monthly base salary
- Risk Life Insurance (full cost covered by Novartis)
- 1 week holiday above the Labour Law requirement
- 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report
- Cafeteria employee benefit program – choice of benefits from Benefit Plus SK for 500 EUR per year
- Meal vouchers of 7 EUR each working day (full tax covered by the company)
- MultiSport Card contribution

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.

<https://talentnetwork.novartis.com/network>

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

General Management

Location

LOC_SK

Site

Bratislava

Company / Legal Entity

SKA2 (FCRS = SK002) Novartis s.r.o

Functional Area

FCT_MM

Job Type

Full time

Employment Type

Regular

Shift Work

No

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