

Field Incentives & Operations Excellence Jr Manager

Job ID

REQ-10088353

Sep 29, 2026

LOC_BR

About the Role

Key responsibilities

- Own accurate, compliant, and timely incentive operations, including quota setting, calculation, validation, payout governance, and sales performance measurement.
- Transform the end-to-end incentives process through automation, systems integration, workflow redesign, and scalable controls that minimize manual intervention.
- Implement automated validation, data quality controls, and root-cause analysis to reduce errors, reprocessing, payroll adjustments, and operational risk.
- Establish clear governance, ownership, escalation paths, audit controls, and a trusted source of truth for incentive performance.
- Deliver consistent and transparent quota and payout communications, translating complex technical topics into clear guidance for field teams and leaders.
- Launch dashboards and self-service tools that improve visibility, adoption, and confidence in incentive information.
- Create and execute a structured field education and change plan covering incentive rules, quotas, payout calculations, processes, and FAQs.
- Partner with Sales, Field Excellence, Finance, P&O, Commercial Operations, Data & Analytics, IT, CRM, and external vendors to resolve issues and improve service.
- Lead and develop the dedicated automation and data engineering resource, ensuring delivery of integrations, workflows, and scalable solutions.
- Track operational, data quality, adoption, trust, business, audit, and compliance metrics, acting proactively to prevent issues and support future growth.

Essential Requirements

- Relevant education and experience in incentive compensation, commercial operations, or sales force effectiveness; experience with quota management, payout governance, and sales performance measurement is required.
- Strong process improvement and automation mindset, with the ability to redesign workflows and translate business requirements into technical solutions.
- Ability to manage complex operational processes, challenge inefficiencies, take ownership, and build credibility with field teams.
- Pharmaceutical industry, CRM, omnichannel, IQVIA, Veeva CRM, customer master data, financial controls, compliance, risk management, advanced analytics, AI automation, or global incentive program experience is an advantage.
- Fluent in English and Portuguese

Desirable Requirements:

- Experience with data and analytics tools such as SQL, Snowflake, Power BI, data modeling, and data quality frameworks is strongly preferred. Experience with automation technologies such as Python, ETL pipelines, workflow platforms, process orchestration, and API integrations is strongly preferred.

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

Role Requirements

Division

DIV_IM

Business Unit

Corporate & Division Services

Location

LOC_BR

Site

Santo Amaro

Company / Legal Entity

BR03 (FCRS = BR003) NOVARTIS BIOCIENTIAS S.A

Functional Area

FCT_SA

Job Type

Full time

Employment Type

Regular

Shift Work

No

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