

Manager, Process Mapping Specialist

Job ID
REQ-10055168

9月 02, 2025

India

摘要

Position Overview / Profile Summary :

Accountable to support new and optimized marketing operations processes, delivering detailed process maps, SYPOC analysis, role-specific task specifications, and functional artifacts (e.g. end user playbooks, system specifications, data collection templates/forms, and operational documentation) with outcome of clear, consistent, and efficient ways of working.

About the Role

Location - Hyderabad #LI Hybrid

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process maps, SIPOC analysis, role-specific task specifications, and functional artifacts (e.g., end user playbooks, system specifications, data collection templates/forms, and operational documentation) with outcome of clear, consistent, and efficient ways of working.

Key Responsibilities:

- Analyze change proposals to assess impact across each step of a process, including inputs, outputs, and activities.
- Apply Six Sigma methodologies to identify inefficiencies in existing processes.
- Create and maintain detailed process documentation including process maps, SOPs (Standard Operating Procedures), and operational workflows ensuring alignment with business goals.
- Author high-quality job aids or work instructions; collaborate with the Training & Communications team for material handoff and stakeholder enablement.
- Review SOPs for alignment with internal control accessibility/relevance to current business practices.
- Exhibit expert knowledge of each role within the process translating technical capabilities into business context through clear communication in written production/publishing (e.g., modular content DAM SharePoint).
- Execute assigned tasks as part of Marketing Operations Governance Roadmap contributing to project success based on business priorities.
- Collaborate cross-functional teams on multiple projects to support successful change adoption/control monitoring processes.
- Participate in daily SCRUM meetings proactively identifying/defining opportunities for operational efficiency improvements based on team feedback/metrics analysis.
- Apply process engineering principles to design scalable repeatable workflows supporting tech ops/marketing operations.
- Serve as a technical writer/documentation specialist ensuring clarity consistency/usability all authored materials.

Essential Requirements:

- 7-year BA/BS degree or equivalent
- Process Management Engineering or certified Project Manager
- Six Sigma Agile/SCRUM conversant certification a plus
- Marketing technology product familiarity - Web/Drupal SFMC Cvent RMM Social Paid Media Digital Trust etc
- All Office Applications Miro Whiteboard Visio MS Power Apps Power BI SharePoint
- US Content Approval Process requirements
- Fluency in English Language
- Available noon EST M-F
- Familiarity/adaptability new-generation technologies/trends (Gen AI)

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部门
US

Business Unit
Universal Hierarchy Node

地点
India

站点
Hyderabad (Office)

Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area
Marketing

Job Type
Full time

Employment Type
Regular

Shift Work
No

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