

Senior QA Compliance Specialist

Job ID
REQ-10066000

12月 08, 2025

Austria

摘要

The Complaint Specialist is responsible for performing complaint investigations (initial assessments, investigations and approval) and it is responsible for identifying improvements of complaints across all products.

Additionally, there is the responsibility regarding the management of samples and all related activities. All these tasks are to be performed while ensuring GxP compliance of all relevant quality systems, as well as keeping high health & safety standards.

About the Role

Major Accountabilities

- Accountable for investigating technical and mixed product complaints.

- Accountable for the quality of the investigations.
- Responsible for coordinating the actions of different departments to complete the investigations.
- Responsible for prioritizing the workload to meet deadlines.
- Support for the approval and closure of complaints; accountable for the sample management process.
- Responsible for identifying improvement opportunities and support implementation.
- Support the standardization of the complaint processes and the implementation of the process for new products.
- Support the complaint team in preparing for internal/external audits and responsible for keeping complaint procedures and work instructions up-to-date with current regulation and global procedures/quality manuals.

Essential Requirements:

- Degree in the natural sciences (pharmacy, chemistry, medicine, biology, microbiology)
- Experience in the field of manufacturing medicinal products for human use
- Working experience in the field of GMP production/Quality Assurance or Quality Control
- Good knowledge of MS office applications and other standard IT applications
- Capable of setting priorities and working under pressure
- Ability to work well with internal and external participants is essential
- Fluent in English and German ideally

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 € 59.781,96 /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 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>

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部门
Operations

Business Unit
Quality

地点
Austria

站点
Schaftenau

Company / Legal Entity
AT33 (FCRS = AT033) Novartis Pharmaceutical Manufacturing GmbH

Functional Area
Quality

Job Type
Full time

Employment Type
Regular

Shift Work
No

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