

Customer Insights & Engagement Manager

Job ID
REQ-10075706

4月 15, 2026

Austria

摘要

领导和管理重要国家/运营团队的所有方面,包括订单管理团队;现场到现场材料采购流程并掌握数据维护,确保业务运营不中断。管理团队活动,包括基于工作量和优先事项的资源分配、专业发展、报告和交付团队目标。

在重要县销售培训、分析、销售运营内领导销售支持的关键领域。

通过培训、指导或管理关键商业方案,制定有效的方案

About the Role

Major Accountabilities

-负责支持销售代表和渠道合作伙伴处理订单/退货;向销售团队提供指标/报告,并接洽HCP以完成费用支付。

-跟踪销售订单并提供状态更新;根据业务更新客户列表。

-研究和解决升级的问题,包括与订单管理、会计和开票有关的问题。

- 向客户和其他相关方及时更新问题和解决方案的现状。
- 确保团队遵守与客户服务相关的所有流程和工作程序。
- 流程变更的协调和客户服务标准操作程序的维护。
- 确保新的团队成员获得相应级别的系统支持和培训,以高效、有效地履行其指定职责。
- 作为审批SOP/GxP文件作为主要负责人和担责人,负责上述程序的内容和适用性。
- 收到后 24 小时内报告与诺华产品相关的技术投诉/不良事件/特殊情况
(营销样本的分发适用)

Key Performance Indicators

- 客户满意度: 年度调查结果和利益相关者的多评价者反馈。
- 遵守订单管理期限。
- 与客户服务交易相关的 NFCM 控制结果。

Work Experience

保健/制药/相关业务的销售
医疗保健/制药业务的营销

Skills

呼叫处理
好奇心
客户关怀
客户体验
客户关系
客户满意度
顾客服务
客户支持
在线学习
现场服务管理
前端开发
订单管理
专业
项目管理
销售

Language

英语

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 \(PDF 30 MB\)](#)

部门

International

Business Unit

Strategic Planning & BD&L

地点

Austria

站点

Vienna

Company / Legal Entity

AT06 (FCRS = AT006) Novartis Pharma GmbH

Functional Area

Sales

Job Type

Full time

Employment Type

正式

Shift Work

No

```
var config = { targetId: "kalturaplayer69e009711ac31708720974", provider: { widgetId:
"10m7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause:
false, allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: {},
sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true,
```

```
showSpeedMenu: false }, css : "/modules/custom/arcticnckalturaaddon/css/kalturavideo.css",
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
KalturaPlayer.ui.components.Remove } ] }; // Check and add plugins only if they exist if
(KalturaPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(KalturaPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", //
Default: bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default:
alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled:
false, printDisabled: false, disable: true }; } if (KalturaPlayer.plugins["preventSeek"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (KalturaPlayer.plugins["navigation"]) {
config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible:
false }; } if (KalturaPlayer.plugins["hotspots"]) { config.plugins["playkit-js-hotspots"] = { disable: true }; }
if (KalturaPlayer.plugins["moderation"]) { config.plugins["playkit-js-moderation"] = { disable: true }; } if
(KalturaPlayer.plugins["info"]) { config.plugins["playkit-js-info"] = { disable: true }; } if
(KalturaPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents =
[]; if (KalturaPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = { };
config.plugins.googleTagManager.customEventsTracking = { };
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } }; }
```

```
try { var kalturaPlayer = KalturaPlayer.setup(config); // Add the player to the global array. if (typeof
kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var
kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } // Load the Player for other
media. kalturaPlayer.loadMedia({entryId: "1_dgfvmafo"}); } catch (e) { console.error(e.message) }
```

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1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://www.novartis.com/sites/novartis.com/files/novartis-life-handbook.pdf>
3. <https://novartis.wd3.myworkdayjobs.com/zh-CN/NovartisCareers/job/Vienna/Customer-Insights---Engagement-ManagerREQ-10075706>
4. <https://novartis.wd3.myworkdayjobs.com/zh-CN/NovartisCareers/job/Vienna/Customer-Insights---Engagement-ManagerREQ-10075706>