

AOP Health is the European pioneer for integrated therapies for rare diseases and in critical care. To enhance our team in Vienna we are looking for a:

## Manager CRM & Field Force Effectiveness

1190 Vienna | Full-time employee | Start: ab sofort |












**We are looking for an experienced and driven Manager CRM & Field Force Effectiveness to shape and optimize our international CRM ecosystem (Veeva) and elevate the performance of our field teams. In this role, you will enable smarter decisions, stronger customer engagement, and sustainable business growth - working closely with Sales, Marketing, IT, and Finance across markets.**

### What Your Day To Day Will Look Like

- Own and continuously evolve the global CRM strategy and Veeva ecosystem aligned with commercial goals
- Lead CRM system enhancements, releases, integrations, and vendor management
- Lead cross-functional CRM projects and collaborate with Sales, Marketing, IT, and Finance
- Ensure strong user adoption, efficient processes, and robust system governance across affiliates
- Drive field force effectiveness through KPIs, targeting, segmentation, and performance frameworks
- Monitor and optimize sales performance using data-driven insights and analytics
- Translate complex data into actionable dashboards, reports, and business recommendations
- Ensure high data quality, compliance, and adherence to governance standards
- Drive territory alignment, segmentation, and incentive scheme analytics

### Main Benefits

-  Bonus
-  Homeoffice
-  Employee mobile phone
-  Flexible working hours
-  Laptop
-  Initial and continuing education
-  Canteen
-  Good transport connection
-  Employee events

### Your Contact

- Support product launches and enable teams through training and a strong data-driven mindset

## Your Qualifications And Experience

- Master's degree in Business, Life Sciences, IT, Data Analytics, or a related field
- 5+ years of experience in CRM management, sales effectiveness, or commercial excellence
- Strong hands-on experience with CRM platforms (e.g., Veeva, Salesforce)
- Proven experience in CRM optimization, implementation, or transformation projects
- Strong understanding of sales performance metrics and field force analytics
- Experience with reporting and analytics tools (e.g., Power BI, Tableau)
- Experience in pharmaceutical or other regulated industries preferred
- Strategic, analytical mindset with a structured, solution-oriented approach
- Strong stakeholder management skills with the ability to translate data into actionable insights
- High ownership and a proactive, hands-on attitude focused on continuous improvement

## Our offer

- An open corporate culture with the opportunity to contribute your own ideas
- Working independently in a collegial and committed team
- Modern working environment with good public transport connections (U4 - Heiligenstadt)
- Flexible working hours (flexitime/time-out days), bonus scheme, additional benefits and employee events
- Structured onboarding and support through a buddy system
- Due to legal requirements, we are obliged to disclose the collective agreement minimum salary, which is EUR 45.080 gross per year, based on full-time employment. However, our actual remuneration packages are market-oriented and aligned with your qualifications and professional experience.

*If you would like to work as a team player in an international environment and can identify with our values "Agile, Ambitious, Aligned, Accountable and Appreciative", then: Take this CHANCE and*



**Angelika Drabek**

Manager Talent Acquisition

*Further information on our website:*

[aop-health.com](https://aop-health.com)