

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 an:

Associate Global Customer Engagement

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



We are looking for an Associate Global Customer Engagement to support the planning, execution, and optimisation of global customer engagement initiatives. In this role, you will help ensure a consistent and impactful customer experience across regions while contributing valuable insights to continuously enhance our engagement strategies in an international environment.

What Your Day To Day Will Look Like

Global Engagement & Campaign Support

- Support execution of global customer engagement strategies and campaigns
- Coordinate cross-regional implementation and monitor timelines, deliverables, and campaign performance

Customer Insights & Analytics

- Collect and analyse engagement data (CRM, digital platforms, surveys)
- Prepare dashboards and performance reports, identify trends and provide insights to improve engagement effectiveness

Congresses & Meetings

- Support end-to-end organization of international congresses, advisory boards and internal meetings
- Coordinate logistics (venues, travel, AV, catering, on-site support) and manage documentation, compliance approvals, HCP spend tracking, contracts, and invoices

Main Benefits

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

Your Contact

Digital & Operational Excellence

- Support CRM and digital engagement platforms
- Assist global brand teams in multi-channel initiatives
- Contribute to performance optimization and continuous improvement initiatives

Your Qualifications And Experience

- Bachelor's degree in Marketing, Business Administration, Life Sciences, or related field
- Minimum 3 years of experience in meetings/event management or operations (healthcare/pharma experience preferred) Strong interest in combining analytics, coordination, and digital tools to drive impactful customer engagement
- Basic understanding of medical congresses, HCP engagement, and industry compliance requirements
- Structured, detail-oriented, and proactive mindset
- Excellent communication skills and ability to work cross-functionally
- Digital literacy with familiarity in CRM systems and engagement platforms (Veeva and/or C-VENT is a plus)

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 38.640 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