

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

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










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

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