

Organon в мире

[Organon] Proprietary
С июня 2021 года

140+ стран,
где присутствует Organon

9000+ сотрудников в Мире

6 собственных заводов

Organon в России

С января 2022 года

26 регионов в России, в которых представлена компания «Органон»

200+ сотрудников в России

20+ брендов, зарегистрированных в России



CRM Specialist

KEY OBJECTIVES

1. Ensure stable work of corporate CRM system – Veeva CRM (based on salesforce.com) and event management system (BPM soft)
2. Ensure regular CRM system update and configuration to enable promo-cycle performance tracking based on activities in CRM
3. Active participation in CRM development governance processes to extend and improve functional capabilities and end-user experience
4. Ensure continuous work manual and automated data-exchange interfaces with satellite applications
5. Updating user manuals and other training materials. Training sessions for end-users.

STAKEHOLDERS ENGAGEMENT

Reports to: Business Operations Lead

Engages with:

- Sales Force and Marketing teams
- SFE Business Partner
- Business Intelligence team
- Business practice team
- Global and local IT technical and support teams
- 3rd party data provider
- CRM-related cross-functional project teams

JOB RESPONSIBILITIES

1. Coordinate enabling of regular promotion cycle set-up in CRM system
2. Ensure relevance, completeness, and consistency of data in CRM system and related analytical tools.
3. Support and development of regular analytical reports based on CRM data with tight collaboration with SFE business partner and BI team.
4. Regular Incidents and Problems monitoring.
5. Effective collaboration with IT/IS team.
6. Active collaboration with CRM-related cross-functional business projects.
7. Ensure up-to-date and relevant content in user guides, system/processes documentation and training materials.
8. End-users support

REQUIREMENTS

1. 2 years of relevant experience with CRM role, preferably in pharmaceutical companies
2. Experience working with BI platforms
3. Clear, structured and client-oriented communication style (end-user support and stakeholder's interactions)
4. Processes, systems interactions, data flows mapping skills
5. Upper-Intermediate English level
6. Good analytical and project management skills

Organon в мире

[Organon] Proprietary
С июня 2021 года

140+ стран,
где присутствует Organon

9000+ сотрудников в Мире

6 собственных заводов

Organon в России

С января 2022 года

26 регионов в России, в которых представлена компания «Органон»

200+ сотрудников в России

20+ брендов, зарегистрированных в России



PROFESSIONAL SKILLS

1. Deep knowledge in salesforce.com (Veeva) architecture and data model, modules functionality
2. Experience in data processing (SQL), data analysis with BI platforms
3. Advanced MS Office – Excel (pivots) and Power point

PERSONAL SKILLS

1. Structured way of thinking and communication
2. Good analytical skills
3. Attention for details
4. Proactive approach
5. High level of discipline – time and quality
6. Ability to align priorities in multi-tasking environment
7. Driven for result through continuous improvement
8. Passion for technologies
9. Quick learning abilities

Сделайте вклад в свое развитие в Organon –
отправляйте резюме на russiarecruitment@organon.com.