

Field Incentives & Operations Excellence Jr Manager

Job ID
REQ-10088353
Сен. 29, 2026
Бразилия

Сводка

#LI-Hybrid

Act as a Sales Force Effectiveness business partner to sales leaders by designing and implementing sales force effectiveness deliverables, including product access and sales performance measurement, segmentation and targeting, account planning, incentive calculation, CRM management, and market analytics. Contribute to the roadmap for future sales effectiveness and efficiency, and track relevant KPIs and sales performance in a standardized and compliant manner.

This role is based in São Paulo, Brazil. Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you.

About the Role

Key responsibilities

- Own accurate, compliant, and timely incentive operations, including quota setting, calculation, validation, payout governance, and sales performance measurement.
- Transform the end-to-end incentives process through automation, systems integration, workflow redesign, and scalable controls that minimize manual intervention.
- Implement automated validation, data quality controls, and root-cause analysis to reduce errors, reprocessing, payroll adjustments, and operational risk.
- Establish clear governance, ownership, escalation paths, audit controls, and a trusted source of truth for incentive performance.
- Deliver consistent and transparent quota and payout communications, translating complex technical topics into clear guidance for field teams and leaders.
- Launch dashboards and self-service tools that improve visibility, adoption, and confidence in incentive information.
- Create and execute a structured field education and change plan covering incentive rules, quotas, payout calculations, processes, and FAQs.
- Partner with Sales, Field Excellence, Finance, P&O, Commercial Operations, Data & Analytics, IT, CRM, and external vendors to resolve issues and improve service.
- Lead and develop the dedicated automation and data engineering resource, ensuring delivery of integrations, workflows, and scalable solutions.
- Track operational, data quality, adoption, trust, business, audit, and compliance metrics, acting proactively to prevent issues and support future growth.

Essential Requirements

- Relevant education and experience in incentive compensation, commercial operations, or sales force effectiveness; experience with quota management, payout governance, and sales performance measurement is required.
- Strong process improvement and automation mindset, with the ability to redesign workflows and translate business requirements into technical solutions.
- Ability to manage complex operational processes, challenge inefficiencies, take ownership, and build credibility with field teams.
- Pharmaceutical industry, CRM, omnichannel, IQVIA, Veeva CRM, customer master data, financial controls, compliance, risk management, advanced analytics, AI automation, or global incentive program experience is an advantage.
- Fluent in English and Portuguese

Desirable Requirements:

- Experience with data and analytics tools such as SQL, Snowflake, Power BI, data modeling, and data quality frameworks is strongly preferred. Experience with automation technologies such as Python, ETL pipelines, workflow platforms, process orchestration, and API integrations is strongly preferred.

Commitment to Diversity and Inclusion: Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

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 \(PDF 30 MB\)](#)

Дивизион

International

Business Unit

Corporate & Division Services

Место

Бразилия

Сайт

Santo Amaro

Company / Legal Entity

BR03 (FCRS = BR003) NOVARTIS BIOCIENTIAS S.A

Functional Area

Продажи

Job Type

Full time

Employment Type

Regular

Shift Work

No

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