

Senior QA Compliance Specialist

Job ID
REQ-10053208
Jul 01, 2025
Austria

Summary

The Complaint Specialist is responsible for performing complaint investigations (initial assessments, escalations, investigations and approval) and it is responsible for identifying improvements of complaints across all products.

Additionally, there is the responsibility regarding the management of samples and all related activities. All these tasks are to be performed while ensuring GxP compliance of all relevant quality systems, as well as keeping high health & safety standards.

About the Role

Major Accountabilities

- Accountable for investigating technical and mixed product complaints.
- Accountable for the quality of the investigations.
- Responsible for coordinating the actions of different departments to complete the investigations.
- Responsible for prioritizing the workload to meet deadlines.
- Support for the approval and closure of complaints; accountable for the sample management process.
- Responsible for identifying improvement opportunities and support implementation.
- Support the standardization of the complaint processes and the implementation of the process for new products.
- Support the complaint team in preparing for internal/external audits and responsible for keeping complaint procedures and work instructions up-to-date with current regulation and global procedures/quality manuals.

Essential Requirements:

- Degree in the natural sciences (pharmacy, chemistry, medicine, biology, microbiology)
- Experience in the field of manufacturing medicinal products for human use
- Working experience in the field of GMP production/Quality Assurance or Quality Control
- Good knowledge of MS office applications and other standard IT applications
- Capable of setting priorities and working under pressure

- Ability to work well with internal and external participants is essential
- Fluent in English and German ideally

Why Novartis?

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us! Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

You'll receive:

You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

In addition to a market-competitive base salary, we offer an attractive incentive program, a modern company pension scheme, childcare facilities, learning and development opportunities as well as worldwide career possibilities within the Novartis group. In accordance with Austrian law, we are obliged to disclose the minimum salary as stated in the collective bargaining agreement. For this position the minimum salary is € 59.781,96/ year (on a full-time basis). The actual salary will be significantly higher, as we strive to maintain a competitive position in the market and consider your previous experience, qualifications and individual competencies.

We are open for part-time and job-sharing models and support flexible and remote working where possible.

Commitment to Diversity & Inclusion:

Novartis is committed to building an outstanding, inclusive working environment and diverse teams, representative of the patients and communities we serve.

Adjustments for Applicants with Disabilities:

If because of a medical condition, physical disability or a neurodiverse condition you require an adjustment during the recruitment process, please reach out to disabilities.austria@novartis.com and let us know the nature of your request as well as your contact information. The support which we can provide will include advice on suitable positions as well as guidance at all stages of the application process. Austrian law provides candidates the opportunity to involve the local disability representative, Behindertenvertrauensperson (BVP), in the application process. If you would like to request this, please let us know in advance as a note on your CV.

Join our Novartis Network:

If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here:

<https://talentnetwork.novartis.com/network>

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay

connected and learn about suitable career opportunities as soon as they come up:

<https://talentnetwork.novartis.com/network>

Benefits and Rewards: Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

Operations

Business Unit

Innovative Medicines

Location

Austria

Site

Schaftenau

Company / Legal Entity

AT33 (FCRS = AT033) Novartis Pharmaceutical Manufacturing GmbH

Functional Area

Quality

Job Type

Full time

Employment Type

Regular

Shift Work

No

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