

# Field Force Platforms Coordinator

Job ID  
REQ-10055440  
Jun 26, 2025  
Poland

## Summary

#LI-Hybrid

Location: Warsaw, Poland

Relocation Support: This role is based in Warsaw, Poland. Novartis is unable to offer relocation support: please only apply if accessible.

Step into a role where your coordination skills and system expertise directly support the success of our field force teams.

As a Field Force Platform Coordinator, you'll be the go-to expert for three key platforms—FUSE, GEMS, and Veeva—ensuring smooth operations, accurate documentation, and seamless collaboration across commercial and medical functions. If you're passionate about enabling teams through smart systems and meaningful support, this is your opportunity to make a real impact at Novartis.

## About the Role

### Key Responsibilities:

- Act as system superuser for FUSE, providing guidance and support to commercial teams
- Upload and manage marketing and sales materials in the MLR approval system
- Link references to claims and ensure metadata accuracy in submitted content
- Guide requesters through MAP/PSDS processes and manage related documentation
- Support CRM (Veeva) users with daily operations and issue resolution
- Oversee stakeholder data input across enterprise systems like Power Apps and SharePoint
- Monitor KPIs to align system performance with strategic goals

### Essential Requirements:

- Master's degree in a relevant field
- Experience in managing document workflows and approval processes
- Working knowledge of FUSE, GEMS, DocuSign, ESOPS, and Veeva systems
- Strong attention to detail and ability to manage metadata and references
- Communicative level of English, both written and spoken
- Ability to collaborate across functions and support multiple stakeholders

### Desirable Requirements:

- Experience supporting field-based teams in a pharmaceutical or healthcare environment
- Familiarity with SharePoint and Power Apps for data coordination and reporting

### **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>

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**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

International

Business Unit

Innovative Medicines

Location

Poland

Site

Warsaw

Company / Legal Entity

PL03 (FCRS = PL003) Novartis Poland Sp. z o.o.

Functional Area

Sales

Job Type

Full time

Employment Type

Temporary (Fixed Term)

Shift Work

No

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