

# Product Owner CX Insights (m/f/d)



Temporär    Jobregion: Rotkreuz    Stellenprozent: 100%

## Beschreibung

As a first-tier supplier to our renowned business partner **Roche Diagnostics in Rotkreuz**, we are currently looking for a motivated and dedicated **Product Owner CX Insights** for a temporary assignment of 15 months.

A healthier future - it's what drives Roche to innovate, to continuously advance science, and ensure everyone has access to the healthcare they need today and for generations to come. Creating a world where everyone has more time with the people they love - that's what makes Roche. The Customer and Account Insights Chapter within RDS Strategic Insights is offering a great opportunity to join the team as Product Owner for Customer Relationship Research & Measurement.

## Tasks & Responsibilities

- Own the Global Customer Experience Pulse Program: Manage the ongoing delivery, optimization, and continuous improvement of the standardized global CX Relationship Research survey and Global Benchmarking Study.
- Embed Customer Insights into Daily Operations: Drive the dissemination and adoption of customer insights across the organization through multiple channels (email, Salesforce, dashboards, etc.).
- Enable Data-Driven Action: Develop and refine frameworks that translate customer insights into operational and strategic actions.
- Support Sales & Account Excellence: Position customer research as a critical enabler for understanding key accounts, supporting sales strategy, and strengthening customer relationships.
- Build Strategic Partnerships: Collaborate with senior stakeholders (General Managers, Heads of Sales, Heads of Marketing) to embed customer insights into strategic planning.
- Deliver Tailored Strategic Insights: Produce high-impact strategic appraisals and assessments, including deep dives into relationship health and competitive positioning.
- Champion Data-Driven Culture: Model and advocate for insights-led decision-making across the organization.

## Must-Haves

- Master's degree in Marketing, Business, Statistics, Data Science, or a related field.
- Minimum 3 years of professional experience in a global, matrix environment.

## BERATER



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**Seniority Level**  
Mitarbeiter

**Berufskategorie**  
Projektleitung &  
Management

**Stellenprozent**  
100%

**Jobtyp**  
Temporär

**Referenz-Nr.**  
KWI-PM-T-52445

**Jobregion**  
Rotkreuz



- Demonstrated experience managing and delivering customer or market research programs.
- Fluency in English (verbal and written).
- Excellent communication skills with the ability to translate complex data into compelling narratives.
- Proven ability to lead and influence cross-functional and matrixed teams toward strategic outcomes.
- Proficiency in statistical analysis, particularly survey design and measurement.

### Nice-to-Haves

- Experience in the diagnostics, healthcare, or B2B sectors
- Familiarity with design thinking and agile methodologies
- Understanding of the software development lifecycle (user needs, design, development, rollout)
- Experience managing global programs across multiple regions or affiliates
- Familiarity with CRM systems (e.g., Salesforce) and insights dashboarding tools

### Benefits

- Work with state-of-the-art tools on a modern campus featuring green spaces and an inspiring atmosphere.
- Experience a work culture that promotes diversity and inclusion, where everyone feels valued.
- Benefit from financial support for your professional development and further education.
- Take advantage of unbeatable, year-round discounts with renowned retailers, over 200 top brands, as well as fleet discounts on new car purchases and consistent fuel discounts.
- Become part of one of the most renowned pharmaceutical companies and actively help shape the future of healthcare.
- Enjoy a selection of high-quality meals in modern staff restaurants.
- Where applicable, benefit from on-site parking as part of a sustainable mobility concept.
- Start with professional onboarding and a thorough introduction to your new role during the Welcome Days.
- We offer you a long-term position and diverse development opportunities within the company.

Are you interested? Don't hesitate and submit your complete application documents online today. We look forward to hearing from you!

*Wir wertschätzen Vielfalt und begrüßen daher alle Bewerbungen - unabhängig von Geschlecht, sozialer Herkunft, Religion, Alter und Identität. Zur leichteren Lesbarkeit und besseren Verständlichkeit verwenden wir nur eine Gender-Form. Selbstverständlich sind im jeweiligen Kontext alle Genderformen gleichermassen gemeint.*

### Unser Bewerbungsprozess

