

Basel Area Business & Innovation is the investment and innovation promotion agency dedicated to helping companies, institutions and startups find business success in the Basel Area. The organization targets and attracts companies to settle, supports founders of innovative ventures, and drives high growth initiatives in order to establish the region as the Swiss business and innovation hub of the future. The non-profit agency focuses on growing the area's cutting-edge industries life sciences, healthcare and production technologies and manages the Switzerland Innovation Park Basel Area, which houses the organization's accelerator programs. The agency serves the cantons of Basel-Landschaft, Basel-Stadt and Jura.

We are looking for a highly motivated and digital savvy individual to join our Shared Services team beginning immediately or by agreement as

Manager CRM and Digital Process Innovation – 60-80%

In this role, you are leading the implementation, continuous improvement, and adoption of CRM, digital tools, and business processes to ensure they fully support organizational needs.

Your tasks

- Implement process-centered tool improvements, adjustments, interfaces, and best-practice solutions
- Manage and enhance the CRM system (Microsoft Dynamics), providing user and admin support, troubleshooting, and guidance
- Deliver training and user onboarding sessions to ensure effective adoption of CRM and digital tools
- Optimize and support Microsoft-based tools (Microsoft 365, SharePoint, Teams, Power Platform)
- Collaborate with business units and IT to ensure practical, aligned, and widely adopted solutions
- Monitor emerging needs, gaps, or opportunities and ensure continuous improvement of tools and processes
- Stay informed on innovations and trends in CRM and digital tools to enhance business processes
- Act as deputy to the IT Operations Manager, supporting IT operations, reporting, coordination, and day-to-day IT issues

Your profile

- Master's or Bachelor's degree in the field of Business Administration, Information Systems, Computer Science, or a related field

- 3-5 years of experience in CRM administration, business process improvement, or digital tool optimization
- Proven ability to implement process improvements and lead digital transformation initiatives
- Strong knowledge of Microsoft 365, SharePoint, Teams, Power Platform
- Experience in user support and cross-functional project management; agile work methods experience is a plus
- Skilled in stakeholder coordination, communication and collaboration across business and IT
- Proactive, structured, and solution-oriented, with strong analytical and problem-solving skills
- Familiar with change management and user adoption principles
- Interested in emerging digital tools and trends
- Fluent in English and German; French is an advantage

Our offer

You work in a young international team with lots of opportunities to help co-design the organization's further development. We offer flexible work options with the ability to work remotely.

Please send your application to: jobs@baselarea.swiss