



Basel Area Business & Innovation is the strategic growth partner helping scalable ventures in science and tech to land, launch and level up in the Basel Area – faster, smarter and friction free. We support startups, scaleups, SMEs and global enterprises with expert insight from science and tech specialists, equity-free funding to fuel growth, and end-to-end support tailored to our customer's industry and stage. Serving the cantons of Basel-Stadt, Basel-Landschaft and Jura, our mission is regional growth.

Are you ready to shape the future of the Basel Area? Your work will help ideas grow and our region thrive. To support our Shared Services team, we are looking for a

Manager CRM & 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.

How to apply

Please send your application to: jobs@baselarea.swiss