NOVARTIS

Hire to Retire Services Specialist

Job ID
392841BR
May 19, 2024
Malaysia

Summary

-To handle and coordinate all administrative P&O Services processes, principles and guidelines for a small client group

About the Role

The purpose of this role is to serve as the first point of contact for employees, managers, and People & Organization (P&O) community to create a positive customer experience through problem understanding and resolution, communicating promptly with progress updates and engaging customers with a courteous and professional attitude.

Key Responsibilities:
• Provide rapid, high quality and validated response/support to all P&O Services aspects (e.g., inquiries, services, processes, continuous improvement) and follow up inquiries on problems and requests from c customers/users.
• Take ownership for queries and be responsible for case opening and closing (end to end) and provide the first and final point of contact for the customer.
• Maintain Organization Management/Personnel Administration HR data changes or actions effective on action/change in SAP HR system.
• Escalates requests that cannot be resolved directly to the appropriate escalation point of contact (i.e., vendor / H2R Manager / Senior Manager)
• Contribute to Knowledge Base for countries in scope.
• Ensure compliance in accordance with Data Privacy and Protection guidelines and other relevant legislation.
• Perform user administration tasks (e.g., access management)
• Perform document management tasks related in China Operations
• Assist in tracking service requests and troubleshoots – support the analysis of error messages and questions.
• Perform administrative tasks to facilitate the delivery and presentation of key data to supervisors.

Requirements:

• University level degree in any related field.
• Able to communicate in English & Indonesian (both in speaking and in writing to support the respective end market). Mandarin language skillsets will be an added advantage.
• At least 1 year of experience in data management (or similar customer service organizations).
• Experience with SAP/Workday tool will be an added advantage.
• Demonstrated ability to work in cross functional teams in an international environment

• Solid organizational skills including attention to details and multitasking skills
• Proficiency in use of Microsoft Office; advanced Excel skills

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

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
People & Organization
Business Unit
CTS
Location
Malaysia
Site
Selangor
Company / Legal Entity
MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)
Functional Area
Human Resources
Job Type
Full time
Employment Type
Regular
Shift Work
No
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Novartis is committed to building an outstanding, inclusive work environment and diverse teams'

representative of the patients and communities we serve.

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