

# Benefit Admin Expert with Turkish

Job ID

REQ-10017289

Juli 26, 2024

Tschechische Republik

## Summary

Administer the assigned countries' day-to-day benefits administration activities and processes, focusing on customer support, vendor operations relationships and process improvement.

## About the Role

### About the role:

Administer the assigned countries' day-to-day benefits administration activities and processes, focusing on customer support, vendor operations relationships and process improvement.

### Key Responsibilities:

- Administer various benefits programs – retirement plans, insured benefits, perks, and allowances in line with the SOPs and process maps.
- Meet established service level agreements of timelines and quality of work.
- Resolves employee queries by interpreting benefit policies and procedures.
- Carry out invoice reconciliation and ensure accurate invoices are paid to the benefits vendors in time by collaborating with the P2P team.
- Prepare periodic reports to local authorities related to benefits plans, especially on pension and disability plans, where required.
- Prepares vendor and payroll reports by collecting, analyzing, and summarizing information from HCM systems.
- Work closely with P&O services and benefits vendors on the day-to-day administration of the programs and to address employee queries.
- Monitors benefit utilization by preparing and distributing benefit reports to internal stakeholders.
- Conduct benefits data review, data conversion load and discrepancy resolution. Collaborate with Regional benefits, country rewards and P&O PP on content management on the ONS knowledge articles.
- Work with a continuous improvement mindset and give ideas to the Benefits Admin Manager for process improvement. Report operational improvements to the Benefits Admin Manager.

### Key Requirements:

- Good experience in Payroll and HR admin operational processes.
- Any bachelor's degree or equivalent work experience
- Fluent level of English both written and spoken
- Turkish language on professional level is a must
- Understanding of benefit plans
- Understanding of logical, rules-based software systems

**You'll receive: (Applicable for Prague)**

Monthly pension contribution matching your individual contribution up to 3% of your gross monthly base salary; Risk Life Insurance (full cost covered by Novartis); 5-week holiday per year; (1 week above the Labour Law requirement) ; 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report; Cafeteria employee benefit program – choice of benefits from Benefit Plus Cafeteria in the amount of 12,500 CZK per year; Meal vouchers in amount of 105 CZK for each working day (full tax covered by company); Public Transportation Allowance; MultiSport Card. Find out more about Novartis Business Services: <https://www.novartis.cz/>

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**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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