

Hire to Retire Services Specialist

Job ID
REQ-10008582
Juli 01, 2024
Malaysia

Summary

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

About the Role

Major accountabilities:

- Provide administrative support to the implementation of processes and standards for all P&O Services aspects (e.g. services, processes, continuous improvement) and follow up inquiries on problems and requests from customers/users.
- Attend to standard service requests, answer questions, resolve problems if possible or support problem resolution by close collaboration with next level support and/or experts.
- Perform user administration tasks (e.g. access management) -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.
- Prepare reports on the evaluation of services and processes.
- Provide assistance to P&O Services projects at country or BU level -Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt - Distribution of marketing samples (where applicable)

Key performance indicators:

- Timely completion of assigned tasks

Minimum Requirements:

Work Experience:

- New Product Innovation.
- Industry/ Business Exposure.

Skills:

- Collaboration.
- Curiosity.
- Customer Care.
- Data Privacy.
- Employee Experience.
- Employee Onboarding.

- Hr Operations (Hr Ops).
- Hr Service Delivery.
- Hris (Human Resource Management System).
- Human Resource Management System.
- Human Resources (Hr).
- Human Resources Management.
- Identity And Access Management (Iam).
- Payroll.
- Sdm.

Languages :

- English.

Education

- Dry-Run Mexico H2O / JobBuilder (this profile will be updated by the.
- GRPA data migration).

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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<https://talentnetwork.novartis.com/network>

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

Division

People & Organization

Business Unit

CTS

Standort

Malaysia

Site

Selangor

Company / Legal Entity

MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)

Functional Area

Humanressourcen

Job Type

Full time

Employment Type

Regular

Shift Work

No

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EEO Statement :

Learn about our business, strategy and performance in 2023, and how we create sustainable value for stakeholders and society.Learn about our business, strategy and performance in 2023, and how we create sustainable value for stakeholders and society.Learn about our business, strategy and performance in 2023, and how we create sustainable value for stakeholders and society.Learn about our business, strategy and performance in 2023, and how we create sustainable value for stakeholders and society.

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