

People Engagement Expert

Job ID
REQ-10011853
Jul 03, 2024
Malaysia

Summary

The purpose of this role is to serve as the first point of contact for employees, managers and P&O community in regards to P&O related topics, fostering a positive customer experience by employing a problem-solving approach and maintaining frequent, courteous and empathetic communication.

As part of the PS&T Engagement Services team, this role supports customer queries and processes as per the Novartis Service Catalogue. This role is to proactively address issues and minimize queries through analysis of Performance Indicators and surveys, continuous improvement, knowledge management and customer education.

About the Role

Major accountabilities:

- Provide rapid, high quality and accurate response/support to all PO related queries.
- Take ownership for queries and be responsible for case opening and closing (end to end), serve as the first and final point of contact for the customer.
- Guide and act as a consulting partner for PO processes and systems related queries.
- Contribute to enhancement of work instructions based on QA findings and process modifications.
- Contribute to articles, maintain and sustain the Knowledge Repository for countries in scope.
- Gather and monitor CSAT, feedback and surveys to drive continuous improvement for customer satisfaction.
- Engage in regular monthly project activities.
- Ensure compliance in line with Data Privacy, Protection guidelines and other relevant legislation.
- Provide support for transformation and technology initiatives.
- Partner with PO at location or country level as applicable.
- Meet shift requirements defined by the supporting country.
- Support the training of new colleagues.
- Perform other tasks as assigned by Line Manager.

Key performance indicators:

- Established SLA's
- Customer satisfaction/feedback
- Escalations
- Policy & Process Compliance
- Quality of communication and case documentation
- Reaction & Resolution time

- Quality and time targets for specific tasks/activities

Minimum Requirements:**Languages:**

- Proficiency in English, spoken and written
- Fluency in the supporting country language is a must (Mandarin)
- Fluency in an additional regional language is a plus

Experience:

- Minimum 2 years' experience in HR Services (or similar service providing organizations)
- 1+ years' experience with SAP, WorkDay, Success Factors or other Workforce Systems
- Experience with ticketing management systems
- Work experience in virtual/remote teams is a plus
- Proficiency in use of Microsoft Office; advanced Excel skills is an advance

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?

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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.

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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