

Hire to Retire Services Specialist

Job ID
392841BR

5月 19, 2024

Malaysia

摘要

-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

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部门
People & Organization

Business Unit
Universal Hierarchy Node

地点
Malaysia

站点
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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