

## Engagement Services Specialist

Job ID  
REQ-10048906

4月 22, 2025

India

### 摘要

Job Description Summary

Location: Hyderabad #LI Hybrid

About the role:

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&S 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

Your responsibilities include, but not limited to:

- 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)

Minimum requirements :

- Bachelor ' s degree in HR/Business Administration or related field
- Minimum 1 year of experience in HR Services/Payroll processes (or similar service providing organizations)
- Proficiency in English, spoken and written. Fluency in an additional regional language is a plus
- Experience with SAP, WorkDay, Success Factors or other Workforce Systems
- Experience with ticketing management systems

Desired Skill:

- Proficiency in use of Microsoft Office; advanced Excel skills is an advantage
- Work experience in virtual/remote teams is a plus

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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部门

People & Organization

Business Unit

Universal Hierarchy Node

地点

India

站点

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

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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