

Benefit Expert

Job ID
REQ-10056827

7月 07, 2025

South Korea

摘要

The Benefits Expert will be responsible for supporting the execution and administration of the benefits programs for Korea. This role will ensure that the benefits operations are effectively managed, compliant with local & global regulations, and aligned with the company's overall Rewards strategy. The Benefits Expert will work closely with various stakeholders, including P&O, finance, and external vendors, to deliver high-quality benefits services to employees.

About the Role

Major accountabilities:

Benefits Program Administration

- Administer various benefit programs and Manage - retirement plans, insured benefits, medical check-ups, and allowances in line with the SOPs and process maps.

- Resolves employee queries by interpreting benefit policies and procedures using the Benify platform.
- Meet established service level agreements of timelines and quality of work.
- Ensure all benefits programs comply with local laws and regulations also aligned with global policies. Stay updated on changes in legislation and adjust programs as necessary.

Data & Reporting

- Conduct benefits data review and resolve discrepancies in benefits data to assess program effectiveness and identify areas for improvement.
- Monitors benefit utilization by preparing and distributing benefit periodic reports to internal stakeholders or local authorities (e.g., pension)
- Prepares vendor and payroll reports by collecting, analysing, and summarizing information from HCM and Benify systems.

Benefit Invoices & Budget management

- Carry out invoice reconciliation and ensure accurate invoices are paid to the benefits vendors in time by collaborating with the P2P team.
- Assist managing the benefits budget and spending, ensuring cost-effectiveness and alignment with the company's financial goals.

Vendor Management

- Manage regular relationships with external benefits providers, assist in negotiating contracts, and ensure service level agreements are met.
- Support vendor contract negotiations and monitor SLA compliance

Employee Communication & Collaboration

- Work closely with P&O services and benefits vendors on the day-to-day administration of the programs and to address employee queries.
- Support and Assist in developing and delivering employee communication and education on benefits programs and any changes
- Collaboratively work closely with P&O, P&O Services, Finance, Other Units, Regional/Country Rewards, and Benify Admin Team to ensure overall objectives and needs.
- Maintain contents on Benify platform and ONS knowledge articles

Continuous Improvement & Global Projects

- Report operational improvements on the Benify platform to the Benefits Admin Manager and provide requirements to the Benify admin team.
- Work with a continuous improvement mindset and give ideas to the Manager for process improvement.

Essential Requirement:

- Demonstrated experience in administering employee benefits programs, supported by 3-5 years of experience in People & Organization (HR) or a related field.
- Strong knowledge of Korean labor law compliance and internal policy requirements, with a proven ability to deliver practical, compliant solutions across various benefit programs.
- Effective communicator and collaborator, with a track record of driving continuous improvement initiatives in partnership with cross-functional teams including P&O, Finance, Payroll, Legal, and external vendors.
- Proficient in global P&O systems such as Workday, ServiceNow (SNOW), and MyTR, with strong adaptability and a quick grasp of new tools and technologies.
- Strategic contributor to the Korea P&O team, with the ability to shape and implement locally relevant operating models through benchmarking and collaboration with global stakeholders.

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部门

People & Organization

Business Unit

Universal Hierarchy Node

地点

South Korea

站点

Seoul

Company / Legal Entity

KR01 (FCRS = KR001) Novartis Korea Limited

Functional Area

Human Resources

Job Type

Full time

Employment Type

Regular

Shift Work

No

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