

Engagement Services Expert

Job ID
REQ-10059384

8月 05, 2025

India

摘要

#LI-Hybrid

Location: Hyderabad, India

Relocation Support: Yes

Step into a role where your empathy, problem-solving mindset, and communication skills truly make a difference. As the first point of contact for employees, managers, and the P&O community, you ' ll be instrumental in shaping a positive customer experience. You ' ll proactively resolve queries, support transformation initiatives, and drive continuous improvement through data insights and knowledge sharing—all while being part of a collaborative team that values innovation and service excellence.

About the Role

Key Responsibilities

- Deliver rapid, accurate support for all P&O-related queries with empathy and professionalism
- Own end-to-end case management, serving as the first and final contact for customers
- Act as a consulting partner for P&O processes and system-related inquiries
- Enhance work instructions based on quality assurance findings and process updates
- Maintain and contribute to the Knowledge Repository for supported countries
- Monitor feedback and surveys to drive continuous improvement in customer satisfaction
- Support transformation and technology initiatives in collaboration with local P&O teams

Essential Requirements

- Bachelor ' s degree in Human Resources, Business Administration, or a related field
- Minimum 5 years ' experience in HR services or payroll operations within service-oriented organizations
- Strong proficiency in spoken and written English; fluency in an additional regional language is a plus
- At least 1 year of hands-on experience with SAP, Workday, SuccessFactors, or similar workforce systems
- Familiarity with ticketing and case management systems for query resolution
- Ability to meet shift requirements aligned with supported country operations

Desirable Requirements

- Proficiency in Microsoft Office; advanced Excel skills are a strong advantage
- Ability to collaborate effectively across time zones and virtual environments

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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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