

Engagement Services Specialist

Job ID
REQ-10059533

8月 07, 2025

India

摘要

#LI-Hybrid
Location: Hyderabad, India
Relocation Support: Yes

Step into a role where your empathy and problem-solving skills directly shape the employee experience at Novartis. As an Engagement Services Specialist, you ' ll be the first point of contact for P&O-related queries, helping employees and managers navigate their needs with clarity and care. You ' ll play a key role in driving service excellence by resolving issues, analyzing feedback, and continuously improving processes—all while fostering a culture of support and collaboration.

About the Role

Key Responsibilities

- Serve as the first point of contact for P&O-related queries, ensuring a positive employee experience
- Resolve standard service requests and escalate complex issues to appropriate support teams
- Support user administration tasks, including access management and troubleshooting
- Analyze service performance indicators and feedback to identify improvement opportunities
- Prepare and deliver reports on service quality and process effectiveness
- Assist in implementing and maintaining P&O service standards and continuous improvement initiatives
- Contribute to country or business unit-level P&O projects and knowledge-sharing efforts

Essential Requirements

- Bachelor ' s degree in Human Resources, Business Administration, or a related field
- Minimum 2 year of experience in HR services, payroll, or similar support functions
- Strong proficiency in spoken and written English
- Familiarity with SAP, WorkDay, SuccessFactors, or other workforce systems
- Experience using ticketing or case management systems
- Ability to work effectively in a fast-paced, service-oriented environment

Desirable Requirements

- Advanced proficiency in Microsoft Excel and other Microsoft Office tools
- Ability to collaborate effectively across time zones and virtual environments

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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Benefits and Rewards: Read our handbook to learn about all the ways we ' ll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

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 working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to diversityandincl.india@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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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