

Hire to Retire Services Senior Expert

Job ID
REQ-10061899

10月 02, 2025

Malaysia

摘要

#LI-Hybrid
Location : Selangor, Malaysia

The purpose of this role is to serve as the first point of contact for employees, managers, and 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.

As part of the P&O services team this role executes administrative tasks and supports processes as per the Novartis Service Catalogue.

About the Role

Major accountabilities:

- Provide rapid, high quality and validated response/support to all People & Organization (P&O) Services aspects (e.g., inquiries, services, processes, continuous improvement) and follow up inquiries on problems and requests from 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 / Workday system.
- Perform mass changes in Personnel Administration (PA) and Organizational Management (OM) HR data using predefined templates.
- Escalates requests that cannot be resolved directly to the appropriate escalation point of contact (i.e. vendor / H2R Manager / Senior Manager)
- Guide and become the second reference point for Hire-to-Retire Specialists/Experts for P&O processes and SAP/WD related queries.
- Contribute articles, maintain and sustain Knowledge Base for countries in scope.
- Conduct Quality Assurance (QA) audits and make recommendations for improvements in processes and training.
- Ensure compliance in accordance with Data Privacy and Protection guidelines and other relevant legislation.
- 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.
- Provides support for the transformation initiatives.

Minimum Requirements:

- Bachelor/master 's degree in HR/Business or related field is preferred.
- Able to communicate fluently in English & Mandarin spoken and written for the country's operational needs.
- At least 4 years ' experience in HR Services (or similar customer service organizations) preferably in larger organizations
- Experience in systems like SAP HR Core, Workday, ServiceNow
- Proficiency in using systems in Microsoft Office

Commitment to Diversity and Inclusion / EEO

Novartis is committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.

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

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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