

Engagement Services Expert (French Speaker)

Job ID REQ-10064351

10月 15, 2025

Egypt

摘要

#LI-Hybrid

Location: Cairo, Egypt

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 of 2 years 'experience in HR services or customer support roles within servicedriven organizations
- Excellent verbal and written communication skills in French & Arabic; fluency in French is mandatory
- 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

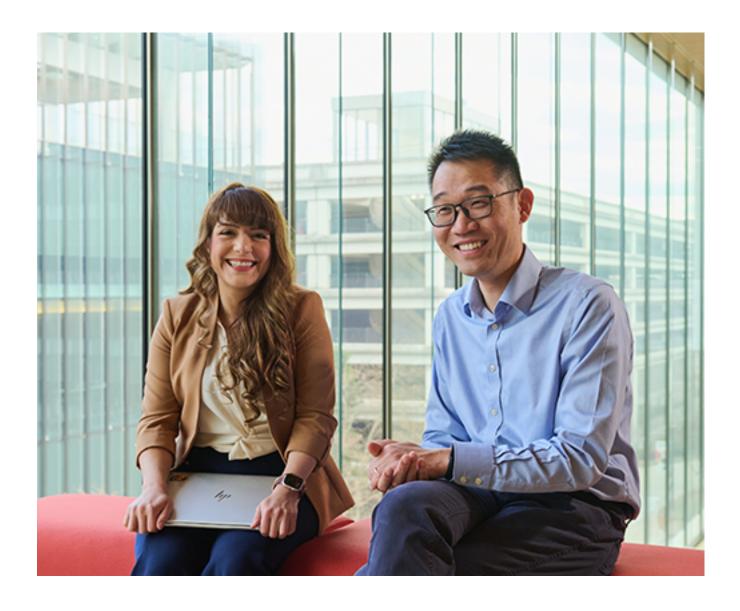
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| Business Unit CTS |
|--|
| 地点 Egypt |
| 站点 New Cairo |
| Company / Legal Entity EG02 (FCRS = EG002) Novartis Pharma S.A.E |
| Functional Area Human Resources |
| Job Type Full time |
| Employment Type Regular |
| Shift Work No |
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| |

People & Organization



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