

# Time Services Expert - 3 Temporary positions - 12 months

Job ID REQ-10064598

10月 23, 2025

Mexico

# 摘要

As a Time Service Delivery Expert, you will be responsible for providing second level expert services for employees, managers and People & Organization (HR) Services community in the area of Time Services processes and act as a subject matter expert for these services. To coordinate with global services centers the implementation and execution of the end-to-end Time Services policies, programs and regulatory requirements into the daily operations of People & Organization Services as well as to provide support on Time & Attendance tool.

This role reports directly into the Time Service Delivery Manager

Location: M é xico, CDMX

#LI-Hybrid

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you

#### About the Role

#### Key Responsibilities:

- Provides day-to-day Time Services Delivery operations with compiling and entering time & attendance data and reconcile errors to maintain accurate and complete time & attendance records, all in timely and accurate manner.
- Acts as subject matter expert for Times Services related to data and processes.
- Ensures maintenance of all relevant HR related data is correct and complete. Ensures
  compliance in line with relevant legislation, Data Privacy, Protection guidelines and other
  relevant guidelines across identified geographies.
- Performs country specific Data consistency check. Supports NFCM and HR controls.
- Respects and follows the payroll calendar to prepare the necessary payroll inputs.
- Resolves time & attendance related queries and issues within the standard established timeframes raised by various stakeholders, incl. associates.
- Escalates requests and issues that cannot be resolved directly to the appropriate escalation point of contact (i.e. IT / Time Services Unit Lead).
- Handles core T&A Technology Activities & BAU Tasks. Highlights exceptions and deviations. Extracts regular and ad hoc reports needed for payroll and other divisions upon request.
- Identifies and gathers system enhancements and change requests to report and coordinates with IT and/or global support team. Provides regular training to new and established stakeholders on the use of the Time and Attendance system.
- Ensures all Times Services Delivery performance metrics and KPIs are met. Contributes to and supports projects in scope for P&O Services.

## **Essential Requirements:**

- Bachelor's degree in any relevant discipline.
- 1-3 years of experience in HR Services.
- Excellent English and Spanish Language proficiency.
- · Competent in Excel for data analysis and reporting
- Strong stakeholder management and team work skills.

## Desirable Requirements:

- Minimum 1 year of experience in Time Services.
- Experience contributing to transformation initiatives and transition projects is a plus.
- Workday/SAP system knowledge is an advantage.

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? <a href="https://www.novartis.com/about/strategy/people-and-culture">https://www.novartis.com/about/strategy/people-and-culture</a>

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部门

People & Organization

Business Unit Universal Hierarchy Node

地点 Mexico

站点 INSURGENTES

Company / Legal Entity MX06 (FCRS = MX006) Novartis Farmac é utica S.A. de C.V.

Functional Area Human Resources

Job Type Full time

**Employment Type** 

Regular
Shift Work No
Apply to Job
Accessibility and accommodation
Novartis is committed to work with and provide 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 <a href="mailto:tas.mexico@novartis.com">tas.mexico@novartis.com</a> and let us know the nature of your request and your contact information. Please include the job requisition number in your message.
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