

## Time Service Delivery Expert (German Speaker)

Job ID  
REQ-10073811

4月 08, 2026

Egypt

### 摘要

#LI-Hybrid  
Location: Cairo, Egypt

Relocation Support: This role is based in Cairo, Egypt. Novartis is unable to offer relocation support: please only apply if accessible.

At Novartis, every detail matters when it comes to supporting our people—and this role sits right at the heart of that mission. As a Time Service Delivery Expert, you will be a trusted first point of contact for associates, ensuring accurate, compliant, and timely time services that directly impact employee experience and payroll outcomes. Working in a dynamic, fast-paced environment, you will combine service excellence with strong system discipline, collaborating closely with regional partners to keep operations running smoothly and with confidence.

About the Role

## Key Responsibilities

- Deliver first level time service support to associates, ensuring timely and accurate resolution of queries.
- Monitor and resolve service requests through ticketing, chatbot, and telephony channels in line with service levels.
- Ensure compliance with local labour laws, Novartis policies, and global time governance standards.
- Maintain accurate employee time data with clear documentation of all data change requests.
- Deliver scheduled time service reports with high quality, accuracy, and timeliness.
- Collaborate with second level support teams to escalate and resolve complex cases effectively.
- Support testing and continuous improvement initiatives to enhance service delivery.

## Essential Requirements

- Experience working in a customer focused service delivery or shared services environment.
- Ability to manage employee queries accurately using case management, ticketing, or support tools.
- Strong attention to detail with the ability to document data changes clearly and compliantly.
- Comfort working in fast paced, high volume support environments while meeting service level expectations.
- Knowledge of German language is mandatory
- Fluent English communication skills, both written and spoken.
- Collaborative mindset with strong communication skills and a proactive approach to problem solving.

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>

Benefits and Rewards: Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

Business Unit  
Human Resources

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

```
var config = { targetId: "kalturaplayer69d66ec892e04044471797", provider: { widgetId:
"1Qm7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause:
false, allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: {},
sources: { options: {}, startTime: 0 }, ui: { showCCButton: false, settings: { showQualityMenu: true,
showSpeedMenu: false }, css : "/modules/custom/arcticnckalturaaddon/css/kalturavideo.css",
components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [ { presets: ['Playback',
'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get:
KalturaPlayer.ui.components.Remove } ] } }; // Check and add plugins only if they exist if
(KalturaPlayer.plugins["download"]) { config.plugins.download = { disable: true }; } if
(KalturaPlayer.plugins["transcript"]) { config.plugins["playkit-js-transcript"] = { position: "right", //
Default: bottom;('left', 'right', 'top', 'bottom') to enable transcript. expandMode: "over", // Default:
alongside;('alongside', 'hidden', 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled:
false, printDisabled: false, disable: true }; } if (KalturaPlayer.plugins["preventSeek"]) {
config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; }
config.plugins.floating = { disable: true }; if (KalturaPlayer.plugins["navigation"]) {
```

```
config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible:
false }; } if (KalturaPlayer.plugins["hotspots"]) { config.plugins['playkit-js-hotspots'] = { disable: true }; }
if (KalturaPlayer.plugins["moderation"]) { config.plugins['playkit-js-moderation'] = { disable: true }; } if
(KalturaPlayer.plugins["info"]) { config.plugins['playkit-js-info'] = { disable: true }; } if
(KalturaPlayer.plugins["share"]) { config.plugins.share = { disable: true }; } config.ui.uiComponents =
[]; if (KalturaPlayer.plugins["googleAnalytics"]) { config.plugins.googleTagManager = {};
config.plugins.googleTagManager.customEventsTracking = {};
config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';
config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents:
false, playlistEvents: false, castEvents: false } }; }
```

```
try { var kalturaPlayer = KalturaPlayer.setup(config); // Add the player to the global array. if (typeof
kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var
kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } // Load the Player for other
media. kalturaPlayer.loadMedia({entryId: "1_dgfvmafo"}); } catch (e) { console.error(e.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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