

# Hire to Retire Services Specialist

Job ID

392841BR

May 19, 2024

Malaysia

## Summary

-To handle and coordinate all administrative P&O Services processes, principles and guidelines for a small client group

## About the Role

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

## Key Responsibilities:

- Provide rapid, high quality and validated response/support to all P&O Services aspects (e.g., inquiries, services, processes, continuous improvement) and follow up inquiries on problems and requests from c 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 system.
- Escalates requests that cannot be resolved directly to the appropriate escalation point of contact (i.e., vendor / H2R Manager / Senior Manager)
- Contribute to Knowledge Base for countries in scope.
- Ensure compliance in accordance with Data Privacy and Protection guidelines and other relevant legislation.
- Perform user administration tasks (e.g., access management)
- 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.

## Requirements:

- University level degree in any related field.
- Able to communicate in English & Indonesian (both in speaking and in writing to support the respective end market). Mandarin language skillsets will be an added advantage.
- At least 1 year of experience in data management (or similar customer service organizations).
- Experience with SAP/Workday tool will be an added advantage.
- Demonstrated ability to work in cross functional teams in an international environment

- Solid organizational skills including attention to details and multitasking skills
- Proficiency in use of Microsoft Office; advanced Excel skills

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**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.

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Division

People & Organization

Business Unit

CTS

Location

Malaysia

Site

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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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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