

# Benefit Admin Manager with German

Job ID  
REQ-10016104  
Jul 23, 2024  
Czech Republic

## Summary

Manage the day-to-day benefits administration for the assigned countries, focusing on customer support, vendor operations relationships, process improvement and people management of the assigned benefits admin experts.

## About the Role

### About the role:

Manage the day-to-day benefits administration for the assigned countries, focusing on customer support, vendor operations relationships, process improvement and people management of the assigned benefits admin experts.

### Key Responsibilities:

- Manage the team of benefits admin experts and their performance on day-to-day operational activities.
- Work closely with country P&O PP, regional and local Rewards resources, brokers, benefits vendors and Benify (benefits admin platform) to ensure that the day-to-day administration of the programs is operating efficiently.
- Act as a 1st-level escalation point to employees, country P&O, and payroll teams.
- Train the benefits administration experts on benefits SOPs, processes, benefits technology, etc.
- Act as an SME on the Benify platform and point of contact for Benefits admin experts for technical system queries.
- SPOC for Benify IT team on day-to-day reporting and system-related issues.
- Recognizes and articulates the need for process documentation updates and process improvements.
- Prepares and improves process maps with the help of a benefits admin specialist.
- Acts as a deputy and 2nd line of control to the Service delivery lead.

### Key Requirements:

- Bachelor's degree in operations, accounting or equivalent work experience
- Fluent in English and German: Oral & writing

- Good understanding of benefit plans.
- People management experience
- Good understanding of logical, rules-based software systems
- Experience in Payroll and HR admin operational processes.

**You'll receive: (Applicable for Prague)**

Monthly pension contribution matching your individual contribution up to 3% of your gross monthly base salary; Risk Life Insurance (full cost covered by Novartis); 5-week holiday per year; (1 week above the Labour Law requirement) ; 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report; Cafeteria employee benefit program – choice of benefits from Benefit Plus Cafeteria in the amount of 12,500 CZK per year; Meal vouchers in amount of 105 CZK for each working day (full tax covered by company); Public Transportation Allowance; MultiSport Card. Find out more about Novartis Business Services: <https://www.novartis.cz/>

**Benefits and rewards:**

Read our handbook to learn about all the ways we'll help you thrive personally and professionally:

<https://www.novartis.com/careers/benefits-rewards>

**Accessibility and accommodation:**

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in any order to receive more detailed information about essential functions of a position, please send an e-mail to [inclusion.switzerland@novartis.com](mailto:inclusion.switzerland@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

**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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Division

People & Organization

Business Unit

CTS

Location

Czech Republic

Site

Prague

Company / Legal Entity

CZ02 (FCRS = CZ002) Novartis s.r.o

Functional Area  
Human Resources  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No  
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