

# H2R Services Specialist

Job ID  
REQ-10016147  
Jul 22, 2024  
India

## Summary

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

## About the Role

### Major accountabilities:

- Provide administrative support to the implementation of processes and standards for all P&O Services aspects (e.g. services, processes, continuous improvement) and follow up inquiries on problems and requests from customers/users.
- Attend to standard service requests, answer questions, resolve problems if possible or support problem resolution by close collaboration with next level support and/or experts.
- Perform user administration tasks (e.g. access management) -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.
- Prepare reports on the evaluation of services and processes.
- Provide assistance to P&O Services projects at country or BU level -Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt - Distribution of marketing samples (where applicable)

### Key performance indicators:

- Timely completion of assigned tasks

### Minimum Requirements:

#### Work Experience:

- New Product Innovation.
- Industry/ Business Exposure.

### Skills:

- Collaboration.
- Curiosity.
- Customer Care.
- Data Privacy.
- Employee Experience.
- Employee Onboarding.

- Hr Operations (Hr Ops).
- Hr Service Delivery.
- Hris (Human Resource Management System).
- Human Resource Management System.
- Human Resources (Hr).
- Human Resources Management.
- Identity And Access Management (Iam).
- Payroll.
- Sdm.

#### Languages :

- English.

#### Education

- Dry-Run Mexico H2O / JobBuilder (this profile will be updated by the.
- GRPA data migration).

**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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<https://talentnetwork.novartis.com/network>

Division

People & Organization

Business Unit

CTS

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

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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## H2R Services Specialist

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