

# L & T Central Services Specialist (Mandarin speaker)

Job ID  
REQ-10032307  
Jan 01, 2025  
Malaysia

## Summary

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

## About the Role

### Major accountabilities:

- Learning and Talent Central Administrator in Novartis Learning and Talent related systems
- Ensure compliance to Novartis internal quality standards, relevant regulatory requirements and service level agreement (SLA)
- Deliver high-quality service using applications like SNOW, Internal Training Tools, SharePoint etc. and support in release/new system features and contribute to testing as needed
- Support in service quality, process improvements projects, deviation triage, investigations and in CAPA implementation as needed
- Stay apprised with the information on the major on-going incidents, escalations, issues and develop an understanding of recurring incidents and problem tickets
- Ensure the feedback provided based on the CSAT outcome and quality audits on ticket handling and resolution provided are acted upon
- Ensure all time readiness for customer and internal audits and support customers during audits and inspections by providing requested training documents
- Train/Mentor personnel for successful and timely onboarding of new joiners

### Minimum Requirements:

#### Work Experience:

- Graduate/Postgraduate in Pharmacy/Life Sciences/Engineering/Arts/MBA/HR or equivalent from reputed institute
- Able to communicate in English and Mandarin (both in speaking and in writing to support the respective end market)
- Previous experience in cooperating with stakeholders in China
- Demonstrated ability to work in cross functional teams in an international environment
- Passion for learning – Learning Agility
- Excellent written and verbal communication skills
- Solid organizational skills including attention to details and multitasking skills

## Why Novartis:

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us!

Learn more here: <https://www.novartis.com/about/strategy/people-and-culture>

**You'll receive:** You can find everything you need to know about our benefits and rewards in the Novartis Life Handbook. <https://www.novartis.com/careers/benefits-rewards>

## Join our Novartis Network:

If this role is not suitable to your experience or career goals but you wish to stay connected to hear more about Novartis and our career opportunities, join the Novartis Network here:

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

**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>

**Join our Novartis Network:** Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up:

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

**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>

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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