

People Services & Solutions Engagement Services Expert (HR)

Job ID
REQ-10039697
Feb 11, 2025
Mexico

Summary

As a Human Resources Expert (People Engagement Expert) you will have an exciting opportunity to serve as the first point of contact for employees, managers and People & Organization (HR) community in regard to human resources topics, fostering a positive customer experience by employing a problem-solving approach and maintaining frequent, courteous and empathetic communication. As part of the People Service & Solutions Services team, this role supports customer queries and processes as per the Novartis Service Catalogue. This role is to proactively address issues and minimize queries through analysis of Performance Indicators and surveys, continuous improvement, knowledge management and customer education.

About the Role

Job Description

#LI-Hybrid

Key Responsibilities:

- Provide rapid, high quality and accurate response/support to all human resources related queries.
- Take ownership for queries and be responsible for case opening and closing (end to end), serve as the first and final point of contact for the customer.
- Guide and act as a consulting partner for human resources processes and systems related queries.
- Contribute to enhancement of work instructions based on QA findings and process modifications.
- Contribute to articles, maintain and sustain the Knowledge Repository for countries in scope.
- Gather and monitor Customer satisfaction, feedback and surveys to drive continuous improvement for customer satisfaction.
- Engage in regular monthly project activities.
- Ensure compliance in line with Data Privacy, Protection guidelines and other relevant legislation.
- Provide support for transformation and technology initiatives.
- Partner with PO at location or country level as applicable. Meet shift requirements defined by the supporting country.

Essential Requirements:

- Bachelor's degree in HR/Business Administration or related field
- Proficiency in English, spoken and written
- Minimum 2 years' experience in HR Services (or similar service providing organizations). 1+ years' experience with SAP, WorkDay, Success Factors or other Workforce Systems

- Experience with ticketing management systems. Proficiency in use of Microsoft Office; advanced Excel skills is an advance
- Work experience in virtual/remote teams is a plus

Desirable Requirements:

- Work experience in virtual/remote teams is a plus
- Fluency in an additional regional language is a plus as French or Portuguese

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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

Mexico

Site

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Human Resources

Job Type

Full time

Employment Type

Regular

Shift Work

No

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