

# People Engagement Expert

Job ID  
393655BR  
Abr 16, 2024  
Malasia

## About the Role

Job Description

**Location:** Selangor, Malaysia #LI-Hybrid

**About this role:** The purpose of this role is to serve as the first point of contact for employees, managers and P&O community in regards to P&O related topics, fostering a positive customer experience by employing a problem-solving approach and maintaining frequent, courteous and empathetic communication.

### Key Responsibilities:

- Provide rapid, high quality and accurate response/support to all P&O 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 P&O processes and systems related queries.
- Offer guidance and points of contact to customer on queries beyond P&O scope.
- Maintain active communication with customer through designated channels.
- 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.
- Active role in P&O initiatives and ownership of individual assigned tasks.
- Escalates timely to the appropriate point of contact (i.e. vendor / Manager) and monitor resolution status.
- Ensure compliance in line with Data Privacy, Protection guidelines and other relevant legislation.
- Provides support for transformation and technology initiatives.

## Diversity & Inclusion / EEO

*We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve.*

## Role Requirements

Requirements

### Essential Requirements:

- University level degree Human Resources/Business Administration or any related field
- Fluent in English and Mandarin both written and spoken, excellent communication skills as the role will be supporting the respective end market. Other languages are a plus.
- At least 2 years of relevant experience in HR services (or similar customer service organizations). Fresh graduates are also encouraged to apply.
- Demonstrated ability to work effectively in a multi-national organization.

- Experience with SAP, WorkDay, Success Factors or other Workforce System is preferred.

**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>

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División

People & Organization

Business Unit

P&O People Services and Technology

Ubicación

Malasia

Sitio

Petaling Jaya

Company / Legal Entity

NOV MALAYSIA

Functional Area

Recursos humanos

Job Type

Full Time

Employment Type

Regular

Shift Work

No

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