

# Time Management Expert

Job ID  
392639BR  
Mai 29, 2024  
Mexique

## Résumé

The purpose of this role is to provide second level expert services for employees, managers and HR community for region Americas in the area of HR applications support and processes, with a focus on system integrations, system access and understanding of HR processes and their impact on our HR, IT and vendor application landscape.

## About the Role

Location: Hybrid. CDMX

Your responsibilities include, but are not limited to:

- Provides day-to-day Time Services Delivery operations with compiling and entering time & attendance data, and reconcile errors to maintain accurate and complete time & attendance records, all in timely and accurate manner.
- Acts as SME for Times Services related to data and processes
- Ensures maintenance of all relevant HR related data is correct and complete
- Respects and follows the payroll calendar to prepare the necessary payroll inputs
- Resolves time & attendance related queries and issues within the standard established time frames raised by various partners, incl. associates
- Calls out requests and issues that cannot be resolved directly to the appropriate customer concern point of contact (i.e. IT / Time Services Unit Lead)
- Extracts regular and ad hoc reports needed for payroll and other branches upon request
- Track service requests and troubleshoots – analyze error messages and questions
- Support periodic cost and efficiency analyses to support productivity objectives, support personnel cost budgeting process and control.
- Support evaluation of the services / processes / continuous improvement in scope.

- Contribute to people and organization services projects at country or BU level

This position is temporary for 11 months

Role Requirements :

- Bachelor's degree in HR/other related field.
- Fluent in English and French
- Experience working in a shared service center model in a global environment a must.
- Must have experience with time management for the Canada
- Must have experience with HR systems and be systems savvy.
- Strong knowledge and understanding of HR processes.
- Ability to interact with all levels of management.
- Knowledge of SAP HR required.
- Proficient with MS Excel, Word and PowerPoint

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People & Organization

Business Unit

CTS

Emplacement

Mexique

Site

INSURGENTES

Company / Legal Entity

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

Functional Area

Ressources humaines

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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