

# Benefit Admin Manager with German

Job ID

REQ-10016104

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République tchèque

## Résumé

Manage the day-to-day benefits administration for the assigned countries, focusing on customer support, vendor operations relationships, process improvement and people management of the assigned benefits admin experts.

## About the Role

### About the role:

Manage the day-to-day benefits administration for the assigned countries, focusing on customer support, vendor operations relationships, process improvement and people management of the assigned benefits admin experts.

### Key Responsibilities:

- Manage the team of benefits admin experts and their performance on day-to-day operational activities.
- Work closely with country P&O PP, regional and local Rewards resources, brokers, benefits vendors and Benify (benefits admin platform) to ensure that the day-to-day administration of the programs is operating efficiently.
- Act as a 1st-level escalation point to employees, country P&O, and payroll teams.
- Train the benefits administration experts on benefits SOPs, processes, benefits technology, etc.
- Act as an SME on the Benify platform and point of contact for Benefits admin experts for technical system queries.
- SPOC for Benify IT team on day-to-day reporting and system-related issues.
- Recognizes and articulates the need for process documentation updates and process improvements.
- Prepares and improves process maps with the help of a benefits admin specialist.
- Acts as a deputy and 2nd line of control to the Service delivery lead.

### Key Requirements:

- Bachelor's degree in operations, accounting or equivalent work experience
- Fluent in English and German: Oral & writing

- Good understanding of benefit plans.
- People management experience
- Good understanding of logical, rules-based software systems
- Experience in Payroll and HR admin operational processes.

**You'll receive: (Applicable for Prague)**

Monthly pension contribution matching your individual contribution up to 3% of your gross monthly base salary; Risk Life Insurance (full cost covered by Novartis); 5-week holiday per year; (1 week above the Labour Law requirement) ; 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report; Cafeteria employee benefit program – choice of benefits from Benefit Plus Cafeteria in the amount of 12,500 CZK per year; Meal vouchers in amount of 105 CZK for each working day (full tax covered by company); Public Transportation Allowance; MultiSport Card. Find out more about Novartis Business Services: <https://www.novartis.cz/>

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<https://www.novartis.com/careers/benefits-rewards>

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