

Engagement Services Expert

Job ID
REQ-10019588
Ago 22, 2024
Malaysia

Sommario

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

Major accountabilities:

- Provide rapid, high quality and accurate response/support to all PO 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 PO 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 CSAT, 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.
- Support the training of new colleagues.
- Perform other tasks as assigned by Line Manager.

Minimum Requirements:

Experience:

- Bachelor's degree in HR/Business Administration or related field
- 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
- Work experience in virtual/remote teams is a plus
- Proficiency in use of Microsoft Office; advanced Excel skills is an advance

Languages:

- Proficiency in English & Japanese, spoken and written (to support the respective country)
- Fluency in an additional regional language is a plus

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>

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>

Commitment to Diversity and Inclusion:

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

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>

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>

Divisione

People & Organization

Business Unit

CTS

Posizione

Malaysia

Sito

Selangor

Company / Legal Entity

MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)

Functional Area

Risorse umane

Job Type

Full time

Employment Type

Regular

Shift Work

No

[Apply to Job](#)

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

iframe{ width: 100%; margin-top: 3rem; } @media screen and (max-width: 767px){ iframe{ height: 30vh !important; } } @media screen and (min-width: 768px){ iframe{ height: 34vh !important; } }

Job ID

REQ-10019588

Engagement Services Expert

[Apply to Job](#)

Source URL: <https://www.adacap.com/careers/career-search/job/details/req-10019588-engagement-services-expert>

List of links present in page

1. <https://www.novartis.com/about/strategy/people-and-culture>
2. <https://www.novartis.com/careers/benefits-rewards>
3. <https://talentnetwork.novartis.com/network>
4. <https://www.novartis.com/about/strategy/people-and-culture>
5. <https://talentnetwork.novartis.com/network>
6. <https://www.novartis.com/careers/benefits-rewards>
7. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Selangor/Engagement-Services-Expert_REQ-10019588-1
8. https://novartis.wd3.myworkdayjobs.com/en-US/Novartis_Careers/job/Selangor/Engagement-Services-Expert_REQ-10019588-1