

# Time Service Delivery Expert - Temporary role 12 months

Job ID  
REQ-10037876  
Mar 31, 2025  
Mexico

## Summary

The purpose of this role is to provide second level expert services for employees, managers and People & Organization (HR) Services community in the area of Time Services processes and act as a subject matter expert for these services.

To coordinate with global services centers the implementation and execution of the end-to-end Time Services policies, programs and regulatory requirements into the daily operations of People & Organization (HR) Services as well as to provide support on Time & Attendance tool.

## About the Role

#LI-Hybrid

### Key Responsibilities:

- Work Schedule Analysis. Production support – SAP/ADP moving to WD/ADP. Validation of hours for every pay period. Management of Retro adjustment request. Accrual Management in depth knowledge and experience. Short Term projects to support policies and FLSA changes. Clock Management. Time Schema check – proactively checking schema.

### Service Delivery & Operational Excellence

- 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 subject matter expert for Times Services related to data and processes. Ensures maintenance of all relevant HR related data is correct and complete. Ensures compliance in line with relevant legislation, Data Privacy, Protection guidelines and other relevant guidelines across identified geographies.
- Performs country specific Data consistency check
- Respects and follows the payroll calendar to prepare the necessary payroll inputs. Supports NFCM and HR controls. Resolves time & attendance related queries and issues within the standard established time frames raised by various stakeholders, incl. associates
- Escalates requests and issues that cannot be resolved directly to the appropriate escalation point of contact (i.e. IT / Time Services Unit Lead)
- Core T&A Technology Activities & BAU Tasks . Highlights exceptions and deviations. Extracts regular and ad hoc reports needed for payroll and other divisions upon request. Identifies and gathers system

enhancements and change requests to report and coordinates with IT and/or global support team

- Provides regular training to new and established stakeholders on the use of the Time and Attendance system. Ensures all Times Services Delivery performance metrics and KPIs are met. Contributes to and supports projects in scope for P&O Services. Perform other tasks as assigned by Line Manager

### **Essential Requirements:**

- Bachelor's degree in HR/Business Administration or related field
- Fluent in Portuguese and English, spoken and written
- Minimum 2 years' experience in Time, Payroll or 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.

*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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Division

People & Organization

Business Unit

Universal Hierarchy Node

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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