

Hire to Retire Services Expert

Job ID
REQ-10038146

Feb 05, 2025

Malaysia

Summary

-To support the development of P&O processes, principles, and guidelines for a small client group, as well as coordinate data analysis and evaluation, in support of the implementation and/or maintenance of processes / services / continuous improvement in scope.

About the Role

Major accountabilities:

- Support the team in the operational conversion of P&O strategic objectives.
- Provide support and specific advice in the implementation of processes and standards for all P&O Services aspects (e.g. services, processes, continuous improvement) and provide guidance and assistance on problems and requests to customers/users through consulting and training -Support the identification and planning of services P&O Services will provide.
- Handle standard service requests, answer questions, resolve problems if possible or support

problem resolution by close collaboration with next level support and/or experts -Perform user administration tasks (e.g. access management).

- 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 P&O Services projects at country or BU level

Key performance indicators:

- P&O Services delivered on time with the right level of quality

Minimum Requirements:

- 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 & Mandarin, spoken and written (to support the respective country)

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>

部門

People & Organization

部門

Universal Hierarchy Node

国

Malaysia

勤務地

Selangor

Company / Legal Entity

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

Functional Area

Human Resources

職種

Full time

雇用形態
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.



Job ID
REQ-10038146

Hire to Retire Services Expert

[Apply to Job.](#)

Source URL:

<https://prod1.novartis.com/jp-ja/careers/career-search/job/details/req-10038146-hire-retire-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/NovartisCareers/job/Selangor/Hire-to-Retire-Senior-ExpertREQ-10038146-1>
8. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Selangor/Hire-to-Retire-Senior-ExpertREQ-10038146-1>