

## Hire to Retire Services Specialist

Job ID  
REQ-10008582

8月 19, 2024

Malaysia

### 摘要

-To handle and coordinate all administrative P&O Services processes, principles and guidelines for a small client group

### About the Role

Major accountabilities:

- Provide administrative support to the implementation of processes and standards for all P&O Services aspects (e.g. services, processes, continuous improvement) and follow up inquiries on problems and requests from customers/users.
- Attend to 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) -Assist in tracking service requests and troubleshoots - support the analysis of error messages and questions.

- Perform administrative tasks to facilitate the delivery and presentation of key data to supervisors.
- Prepare reports on the evaluation of services and processes.

#### Minimum Requirements:

- University level degree in any related field.
- Able to communicate fluently in English. Ability to communicate in Mandarin will be an added advantage.
- At least 1 years of experience in data management (or similar customer service organizations).
- Experience with SAP/Workday tool will be an added advantage.
- Demonstrated ability to work in cross functional teams in an international environment
- Solid organizational skills including attention to details and multitasking skills
- Proficiency in use of Microsoft Office; advanced Excel skills

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>

部门

People & Organization

Business Unit

CTS

地点

Malaysia

站点

Selangor

Company / Legal Entity

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

Functional Area

Human Resources

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.



Job ID  
REQ-10008582

Hire to Retire Services Specialist

[Apply to Job](#)

---

Source URL:

<https://prod1.novartis.com.cn/careers/career-search/job/details/req-10008582-hire-retire-services-specialist>

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-Services-SpecialistREQ-10008582>
8. <https://novartis.wd3.myworkdayjobs.com/en-US/NovartisCareers/job/Selangor/Hire-to-Retire-Services-SpecialistREQ-10008582>