

## Hire to Retire Services Expert

Job ID  
REQ-10027219

10月 30, 2024

Malaysia

### 摘要

-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:

- Provide rapid, high quality and validated response/support to all P&O Services aspects (e.g., inquiries, services, processes, continuous improvement) and follow up inquiries on problems and requests from c customers/users.
- Take ownership for queries and be responsible for case opening and closing (end to end) and provide the first and final point of contact for the customer.

- Maintain Organization Management/Personnel Administration HR data changes or actions effective on action/change in SAP HR system.
- Escalates requests that cannot be resolved directly to the appropriate escalation point of contact (i.e., vendor / H2R Manager / Senior Manager)
- Contribute to Knowledge Base for countries in scope.
- Ensure compliance in accordance with Data Privacy and Protection guidelines and other relevant legislation.
- Perform user administration tasks (e.g., access management)
- Perform document management tasks related in Japan Operations
- 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.

#### Minimum Requirements:

- University level degree in any related field.
- Able to communicate in English and Japanese (both in speaking and in writing to support the respective end market)
- 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

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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

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