

Time Service Delivery Expert - Temporary role 12 months

Job ID
REQ-10037876

2月 27, 2025

Mexico

摘要

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 dai-ly 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.

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部门
People & Organization

Business Unit
CTS

地点
Mexico

站点
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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