

## Payroll Expert

Job ID  
REQ-10039776

2月 13, 2025

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:

- 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

#### Minimum Requirements:

- University level degree and equivalent experience in HR, Business Management or any related field.
- Proficient in English and Mandarin - both written and spoken, excellent communication skills as the language support is needed for specific countries.
- At least 4 years of experience in managing payroll data and ideally gained within a healthcare / pharmaceutical/shared services environment
- Optimizing Customer value by co-creating and developing compelling customer focused solutions

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部门  
People & Organization

Business Unit  
Universal Hierarchy Node

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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