

Time Services Expert - 3 Temporary positions - 12 months

Job ID
REQ-10064598

12月 02, 2025

Mexico

摘要

As a Time Service Delivery Expert, you will be responsible for providing 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 daily operations of People & Organization Services as well as to provide support on Time & Attendance tool.

This role reports directly into the Time Service Delivery Manager

Location: M é xico, CDMX
#LI-Hybrid

Novartis is unable to offer relocation support for this role: please only apply if this location is accessible for you

About the Role

Key Responsibilities:

- 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. Supports NFCM and HR controls.
- Respects and follows the payroll calendar to prepare the necessary payroll inputs.
- Resolves time & attendance related queries and issues within the standard established timeframes 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).
- Handles 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.

Essential Requirements:

- Bachelor's degree in any relevant discipline.
- 1-3 years of experience in HR Services.
- Excellent English and Spanish Language proficiency.
- Competent in Excel for data analysis and reporting
- Strong stakeholder management and team work skills.

Desirable Requirements:

- Minimum 1 year of experience in Time Services.
- Experience contributing to transformation initiatives and transition projects is a plus.
- Workday/SAP system knowledge is an advantage.

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve.

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>

部门

People & Organization

Business Unit

Human Resources

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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