

## Hire to Retire Services Specialist

Job ID  
REQ-10008582

Aug 19, 2024

Malaysia

### Summary

-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

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Division  
People & Organization

Business Unit  
CTS

Location  
Malaysia

Site  
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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