

Hire to Retire Services Specialist Japan

Job ID
REQ-10009429

Sep 05, 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 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

Why Novartis:

Our purpose is to reimagine medicine to improve and extend people's lives and our vision is to become the most valued and trusted medicines company in the world. How can we achieve this? With our people. It is our associates that drive us each day to reach our ambitions. Be a part of this mission and join us!

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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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