

PS&S Engagement Services Expert

Job ID
REQ-10022227
Dec 03, 2024
Mexico

Summary

As a Human Resources Expert (People Engagement Expert) you will have an exciting opportunity to gain hands-on experience using innovative Human Resources systems and positively impact the employee life cycle. You will play a crucial role in upholding the quality of services for our US and Mexican employees and partners by promptly and effectively addressing their queries. Your expertise and insights should help champion innovation, a sense of community and improve our services, engagement, and the overall experience of our people.

About the Role

#LI-Hybrid

Key Responsibilities:

- Provide rapid, high quality and accurate response/support to all human resources related queries.
- Take ownership for queries and be responsible for case opening and closing (end to end), serve as the first and final point of contact for the customer.
- Guide and act as a consulting partner for human resources processes and systems related queries.
- Contribute to enhancement of work instructions based on QA findings and process modifications.
- Contribute to articles, maintain and sustain the Knowledge Repository for countries in scope.
- Gather and monitor CSAT, feedback and surveys to drive continuous improvement for customer satisfaction.
- Engage in regular monthly project activities.
- Ensure compliance in line with Data Privacy, Protection guidelines and other relevant legislation.
- Provide support for transformation and technology initiatives.
- Partner with PO at location or country level as applicable. Meet shift requirements defined by the supporting country.

Essential Requirements:

- Bachelor's degree in HR/Business Administration or related field
- Proficiency in English, spoken and written
- Minimum 2 years' experience in 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 is an advance
- Work experience in virtual/remote teams is a plus

Desirable Requirements:

- Work experience in virtual/remote teams is a plus
- Fluency in an additional regional language is a plus as French or Portuguese

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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

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>

Division

People & Organization

Business Unit

CTS

Location

Mexico

Site

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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Accessibility and accommodation

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to tas.mexico@novartis.com and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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