

# Hire to Retire Services Expert

Job ID  
REQ-10038146  
Feb 05, 2025  
Malaysia

## Summary

-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

### Key performance indicators:

- P&O Services delivered on time with the right level of quality

### Minimum Requirements:

- Bachelor's degree in HR/Business Administration or related field
- 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
- Work experience in virtual/remote teams is a plus
- Proficiency in use of Microsoft Office; advanced Excel skills is an advance

### Languages:

- Proficiency in English & Mandarin, spoken and written (to support the respective country)

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### **Commitment to Diversity and Inclusion:**

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Division

People & Organization

Business Unit

Universal Hierarchy Node

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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