

Time Services Specialist

Job ID
REQ-10056441
Jul 01, 2025
India

Summary

The purpose of this role is to provide second level expert services for employees, managers and P&O 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 P&O Services as well as to provide support on Time & Attendance tool.

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.
- Provide assistance to P&O Services projects at country or BU level -Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt - Distribution of marketing samples (where applicable)

Essential Requirements:

- Min. 1 to 3 years' experience in Time Services operation on a Time Solution platform
- 1 - 2 years background in HR Services either in Payroll-Time or HR Technology as added plus
- Experience of working in project within a global organization

Desirable Requirements:

- Experience with transformation initiatives and transition projects is a plus
- WD/SAP system knowledge is advantage

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Division

People & Organization

Business Unit

Universal Hierarchy Node

Location

India

Site

Hyderabad (Office)

Company / Legal Entity

IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area

Human Resources

Job Type

Full time

Employment Type

Regular

Shift Work

No

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

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