

# Human Resources Specialist (5 Temporary roles - 12 months)

Job ID  
REQ-10021876  
Sep 19, 2024  
Mexico

## Summary

As Human Resources Specialist you will handle and coordinate all administrative HR Services processes, principles and guidelines for a client group in Americas region.

## About the Role

#LI-Hybrid

### Key Responsibilities:

- Provide administrative support to the implementation of processes and standards for all HR 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 HR Services projects at country or BU level

### Essential Requirements:

- Bachelor's degree in HR/Business Administration or related field
- Proficiency in English, spoken and written
- Minimum 1 years' experience in HR Services working with SAP, WorkDay, Success Factors or other Workforce Systems
- Experience with ticketing management systems. Proficiency in use of Microsoft Office

### Desirable Requirements:

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

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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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