

TCM Payment Specialist

Job ID
REQ-10055538
Jul 04, 2025
Malaysia

Summary

#LI-Hybrid
Location : Selangor, Malaysia

The TCM Payment Specialist manages the treasury processes within the FSC, enabling the execution of quality services. This role supports having systems, documentation, compliance and reporting in place and supports continuous improvement projects to provide highly effective and efficient end-to-end processes to the Novartis divisions.

About the Role

Key Responsibilities :

Service Delivery:

- Supports transitions and knowledge transfer, monitoring critical deliverables
- Operational oversight to provide services at expected levels with a clear customer focus, including handling the exceptions. Provides functional guidance to the team members. Interacts proactively within FRA and Business Functions to ensure accurate accounting, and financial reporting. Resolve all escalated issues and disputes.
- Collaborates with key stakeholders, including accounting authorities/auditors
- Serves as a Subject Matter Expert for related policies and processes
- Actively initiate and participate in improvements to sustain a highly effective and efficient process, and realize cost reduction opportunities including areas to standardize processes to optimize investments made in global ERP/SAP systems and financial services
- Support the measurement and delivery of service levels and SLA/KPI targets
- Proactively challenge the Status Quo, making fact based recommendations
- Manage day-to-day activities:
 - Ensure proper document management for payment activities and fulfill NFCM & audit requirement.
 - Support Master Data Maintenance (TCM related) in collaboration with Business and other functions
 - Ensure proper accounting of financial transactions and accounting specific questions are well addressed and solved
 - Ensure the creation and maintenance of adequate accounting records to meet the requirements of local legislation and Novartis required standards
 - Perform payments activities, monitor payment error flag & payment rejection.
 - Apply Banking requirement & country regulations, in addition to Novartis standard payment policy & guidelines, ensuring timely payment disbursement

Key performance indicators:

- No unsatisfactory audit rating and timely execution of action plans
- Number of business special processes standardized/Deliver business benefits and productivity improvements as per target
- Customer satisfaction of service delivery and process specific KPIs in accordance with agreed SLAs
- Stable services incl. those of outsourced operations, no control issues
- Successful roll out of standard CORE systems and processes

Minimum Requirements:

- University level degree in Business Administration/ Economics/Finance or related field.

Work Experience:

- 4-6 years of financial experience, with in-depth functional expertise in Payment execution
- Able to communicate fluently in English.
- Demonstrated ability to work effectively in a multi-national, matrix organization
- Previous experience in managing Financial Services
- SAP knowledge
- Experience with in-house banking payments is preferable
- Experience with manual payment processing and cross border payment regulations is preferable

Skills:

- Compliance And Controls.
- Continuous Process Improvement.
- Critical Thinking.
- Analytical skills
- Good engagement and communication
- Stakeholder Management

Languages:

- English

Commitment to Diversity and Inclusion / EEO

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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Division
Finance
Business Unit
Universal Hierarchy Node
Location
Malaysia
Site
Selangor
Company / Legal Entity
MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)
Functional Area
Audit & Finance
Job Type
Full time
Employment Type
Regular
Shift Work
No
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