

# Engagement Services Senior Expert

Job ID  
REQ-10019592  
Sep 04, 2024  
Malaysia

## Summary

The purpose of this role is to serve as the first point of contact for employees, managers and P&O community in regard to P&O related topics, fostering a positive customer experience by employing a problem-solving approach and maintaining frequent, courteous and empathetic communication.

As part of the PS&S Engagement Services team, this role supports customer queries and processes as per the Novartis Service Catalogue.

This role is to proactively address issues and minimize queries through analysis of Performance Indicators and surveys, continuous improvement, knowledge management and customer education.

## About the Role

### Major responsibilities:

- Provide rapid, high quality and accurate response/support to all PO 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 PO processes and systems related queries.
- Design, review and approve work instructions based on QA findings and process modifications.
- Own articles and Knowledge Repository for countries in scope.
- Gather, monitor and analyze CSAT feedback and surveys to drive continuous improvement for customer satisfaction.
- Weekly review and analysis of performance dashboard, implement improvements based on key findings
- Lead and ensure completion of monthly project activities.
- Ensure compliance in line with Data Privacy, Protection guidelines and other relevant legislation.
- Drive transformation and technology initiatives.
- Partner with PO at location or country level as applicable.
- Meet shift requirements defined by the supporting country.
- Mentoring and training of colleagues and contribute to team development.
- Perform other tasks as assigned by Line Manager.

### Minimum Requirements:

#### Experience:

- Bachelor's degree in HR/Business Administration or related field
- Minimum 4 years' experience in HR Services (or similar service providing organizations)
- 1+ years' experience with SAP, WorkDay, SuccessFactors or other Workforce System

- 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 advantage

#### Languages:

- Proficiency in English & Japanese, spoken and written (to support the respective country)
- Fluency in an additional regional language is a plus

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#### Commitment to Diversity and Inclusion:

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

People & Organization

Business Unit

CTS

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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