

# Human Resources Expert (Temporary 12 months)

Job ID  
REQ-10021871  
Sep 19, 2024  
Mexico

## Summary

As Human Resource Expert you will support the development of HR processes, principles, and guidelines for a 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

#LI-Hybrid

### Key Responsibilities:

- Support the team in the operational conversion of HR strategic objectives.
- Provide support and specific advice in the implementation of processes and standards for all HR 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 HR 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.

### Essential Requirements:

- Bachelor's degree in HR/Business Administration or related field
- Proficiency in English, spoken and written
- Minimum 3 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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