

# Human Resources Specialist with German

Job ID  
REQ-10038204  
Jan 24, 2025  
Czech Republic

## Summary

The purpose of this role is to serve as the first point of contact for employees, managers and P&O community in regards 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

### Key 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.
- Contribute to enhancement of work instructions based on QA findings and process modifications.
- Contribute to articles, maintain and sustain the Knowledge Repository for countries in scope.
- Gather and monitor CSAT, feedback and surveys to drive continuous improvement for customer satisfaction.
- Engage in regular monthly project activities. Ensure compliance in line with Data Privacy, Protection guidelines and other relevant legislation.
- Provide support for transformation and technology initiatives. Partner with PO at location or country level as applicable.
- Support the training of new colleagues.

### Key Requirements:

- Minimum 2 years' experience in HR Services (or similar service providing organizations)
- 1+ years' experience with SAP, Workday, Success Factors or other Workforce Systems

- 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 advance
- Professional level of German & English, both written and spoken

**You'll receive:**

Monthly pension contribution matching your individual contribution up to 3% of your gross monthly base salary; Risk Life Insurance (full cost covered by Novartis); 5-week holiday per year; (1 week above the Labour Law requirement) ; 4 paid sick days within one calendar year in case of absence due to sickness without a medical sickness report; Cafeteria employee benefit program – choice of benefits from Benefit Plus Cafeteria in the amount of 17,500 CZK per year; Meal vouchers in amount of 105 CZK for each working day (full tax covered by company); Public Transportation allowance; MultiSport Card, Employee Share Purchase Plan. Find out more about Novartis Business Services: <https://www.novartis.cz/>

**Accessibility and accommodation:**

Novartis is committed to working with and providing reasonable accommodation to all individuals. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in any order to receive more detailed information about essential functions of a position, please send an e-mail to [inclusion.switzerland@novartis.com](mailto:inclusion.switzerland@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

**Why Novartis:** Helping people with disease and their families takes more than innovative science. It takes a community of smart, passionate people like you. Collaborating, supporting and inspiring each other. Combining to achieve breakthroughs that change patients' lives. Ready to create a brighter future together? <https://www.novartis.com/about/strategy/people-and-culture>

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**Benefits and Rewards:** Read our handbook to learn about all the ways we'll help you thrive personally and professionally: <https://www.novartis.com/careers/benefits-rewards>

Division

People & Organization

Business Unit

CTS

Location

Czech Republic

Site

Prague

Company / Legal Entity

CZ02 (FCRS = CZ002) Novartis s.r.o

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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