

Human Resources Services Expert with Slovene

Job ID
REQ-10040933
Feb 25, 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.

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.

Key Requirements:

- Bachelor's degree in HR/Business Administration or related field
- Proficiency in English, spoken and written. Fluency in Slovene is a must
- Relevant experience in HR Services (or similar service providing organizations)
- 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

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 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>

Join our Novartis Network: Not the right Novartis role for you? Sign up to our talent community to stay connected and learn about suitable career opportunities as soon as they come up: <https://talentnetwork.novartis.com/network>

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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