

# Human Resources Specialist with Romanian

Job ID

REQ-10018262

Aoû 15, 2024

République tchèque

## Résumé

As a Human Resources Specialist (People Engagement Expert) you will have an exciting opportunity to gain hands-on experience using innovative HR systems and positively impact the employee life cycle. You will play a crucial role in upholding the quality of services for our European employees and partners by promptly and effectively addressing their queries. Your expertise and insights should help champion innovation, a sense of community and improve our services, engagement, and the overall experience of our people.

## About the Role

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### Key Responsibilities:

- Provide rapid, high quality and accurate response/support to all People & Organization (P&O) related queries.
- Handle 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 P&O processes and systems related queries.
- Chip in to improvement of work instructions based on Question & Answer findings and process modifications.
- Chip in to articles, maintain and sustain the Knowledge Repository for countries in scope.
- Gather and supervise feedback and surveys to drive continuous improvement for customer happiness.
- Ensure compliance in line with Data Privacy, Protection guidelines and other relevant legislation.
- Support the training of new colleagues.

### Key Requirements:

- Professional level of English and Romanian both written and spoken.
- Hungarian or Polish language is a great plus
- Bachelor's degree in HR/Business Administration or related field.
- Previous experience in Human Resources Services (or similar service providing organizations)
- Hand on experience with SAP, Workday, Success Factors or other Workforce Systems
- Previous experience with ticketing management systems

- Proficiency in use of Microsoft Office

**Nice to Have:**

- Advanced Excel skills is a plus
- Work experience in virtual/remote teams

**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 12,500 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

Emplacement

République tchèque

Site

Prague

Company / Legal Entity

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

Functional Area

Ressources humaines

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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