

Hire to Retire Services Specialist

Job ID
REQ-10008582
Ago 19, 2024
Malaysia

Sommario

-To handle and coordinate all administrative P&O Services processes, principles and guidelines for a small client group

About the Role

Major accountabilities:

- Provide administrative support to the implementation of processes and standards for all P&O Services aspects (e.g. services, processes, continuous improvement) and follow up inquiries on problems and requests from customers/users.
- Attend to 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) -Assist in tracking service requests and troubleshoots – support the analysis of error messages and questions.
- Perform administrative tasks to facilitate the delivery and presentation of key data to supervisors.
- Prepare reports on the evaluation of services and processes.

Minimum Requirements:

- University level degree in any related field.
- Able to communicate fluently in English. Ability to communicate in Mandarin will be an added advantage.
- At least 1 years of experience in data management (or similar customer service organizations).
- Experience with SAP/Workday tool will be an added advantage.
- Demonstrated ability to work in cross functional teams in an international environment
- Solid organizational skills including attention to details and multitasking skills
- Proficiency in use of Microsoft Office; advanced Excel skills

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Divisione

People & Organization

Business Unit

CTS

Posizione

Malaysia

Sito

Selangor

Company / Legal Entity

MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (19710100054)

Functional Area

Risorse umane

Job Type

Full time

Employment Type

Regular

Shift Work

No

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2. <https://www.novartis.com/careers/benefits-rewards>
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4. <https://www.novartis.com/about/strategy/people-and-culture>
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