

Engagement Services Senior Expert

Job ID
REQ-10019592
Sep 04, 2024
Malaysia

About the Role

Major 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.
- Design, review and approve work instructions based on QA findings and process modifications.
- Own articles and Knowledge Repository for countries in scope.
- Gather, monitor and analyze CSAT feedback and surveys to drive continuous improvement for customer satisfaction.
- Weekly review and analysis of performance dashboard, implement improvements based on key findings
- Lead and ensure completion of monthly project activities.
- Ensure compliance in line with Data Privacy, Protection guidelines and other relevant legislation.
- Drive transformation and technology initiatives.
- Partner with PO at location or country level as applicable.
- Meet shift requirements defined by the supporting country.
- Mentoring and training of colleagues and contribute to team development.
- Perform other tasks as assigned by Line Manager.

Minimum Requirements:

Experience:

- Bachelor's degree in HR/Business Administration or related field
- Minimum 4 years' experience in HR Services (or similar service providing organizations)
- 1+ years' experience with SAP, WorkDay, Success Factors or other Workforce System
- 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 advantage

Languages:

- Proficiency in English & Japanese, spoken and written (to support the respective country)
- Fluency in an additional regional language is a plus

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>

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>

Commitment to Diversity and Inclusion:

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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<https://talentnetwork.novartis.com/network>

Role Requirements

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Division

People & Organization

Business Unit

CTS

Location

Malaysia

Site

Selangor

Company / Legal Entity

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

Functional Area

Human Resources

Job Type

Full time

Employment Type

Regular

Shift Work

No

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