

## Human Resources Specialist (5 Temporary roles -12 months)

Job ID  
REQ-10021876

9月 19, 2024

Mexico

### 摘要

As Human Resources Specialist you will handle and coordinate all administrative HR Services processes, principles and guidelines for a client group in Americas region.

### About the Role

#LI-Hybrid

#### Key Responsibilities:

- Provide administrative support to the implementation of processes and standards for all HR 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.
- Provide assistance to HR Services projects at country or BU level

#### Essential Requirements:

- Bachelor ' s degree in HR/Business Administration or related field
- Proficiency in English, spoken and written
- Minimum 1 years ' experience in HR Services working with SAP, WorkDay, Success Factors or other Workforce Systems
- Experience with ticketing management systems. Proficiency in use of Microsoft Office

#### Desirable Requirements:

- Work experience in virtual/remote teams is a plus
- Fluency in an additional regional language is a plus as French or Portuguese

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People & Organization

Business Unit  
CTS

地点  
Mexico

站点  
INSURGENTES

Company / Legal Entity  
MX06 (FCRS = MX006) Novartis Farmac é utica S.A. de C.V.

Functional Area  
Human Resources

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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