

## Learning & Talent Central Services Specialist

Job ID  
REQ-10023147

9月 23, 2024

Mexico

### 摘要

Manejar y coordinar todos los procesos, principios y directrices administrativos de P&O Services para un pequeño grupo de clientes

### About the Role

#LI-Hybrid

#### Key Responsibilities:

- Perform and deliver high quality training activities in Novartis Learning Management System
- Ensure compliance to Novartis internal quality standards, relevant regulatory requirements and agreed resolution time
- Deliver high-quality service using applications like ticketing tool, Internal Training Tools, SharePoint etc.

- Ensure the feedback provided based on the customer satisfaction survey outcome and quality audits on ticket handling and resolution provided are acted upon
- Ensure all time readiness for customer and internal audits and support customers during audits and inspections by providing requested training documents
- Attend to standard service requests, answer questions, resolve issues if possible, or assist in resolving problems alongside the next level of support and/or experts.
- Provide administrative support in implementing processes and standards for all aspects of People and Organization Services (e.g., services, processes, continuous improvement) and track inquiries regarding customer/user issues and requests.

#### Essential Requirements:

- Bachelor ' s degree in HR/Business Administration, Psychology or related field
- Proficiency in English, spoken and written
- Minimum 1 years ' experience in Learning or with ticketing management systems.
- Demonstrated ability to work in cross functional teams in an international environment, Passion for learning - Learning Agility, Excellent written and verbal communication skills, Solid organizational skills including attention to details and multitasking skills.

#### Desirable Requirements:

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

Novartis is committed to building an outstanding, inclusive work environment and diverse teams' representative of the patients and communities we serve

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>

部门  
People & Organization

Business Unit  
CTS

地点  
Mexico

站点  
INSURGENTES

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

Functional Area  
Human Resources

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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## Ajustes de accesibilidad

Novartis tiene el compromiso de trabajar y proporcionar adaptaciones razonables para personas con discapacidad. Si, debido a una condición médica o discapacidad, necesita una adaptación razonable para cualquier parte del proceso de contratación, o para desempeñar las funciones esenciales de un

puesto, envíe un correo electrónico a [tas.mexico@novartis.com](mailto:tas.mexico@novartis.com) y permítanos conocer la naturaleza de su solicitud y su información de contacto. Incluya el número de posición en su mensaje.

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