

## H2R Services Specialist

Job ID  
REQ-10026931

10月 24, 2024

India

### 摘要

Location: Hyderabad #LI Hybrid

About the role:

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

### About the Role

Your responsibilities include, but not limited to:

- 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.
  - Provide assistance to P&O Services projects at country or BU level -Reporting of technical complaints / adverse events / special case scenarios related to Novartis products within 24 hours of receipt -Distribution of marketing samples (where applicable)

#### Minimum Requirements:

- Minimum 3 years of experience into HR Operations.
- Minimum Bachelors, Preferably MBA- HR.
- Proficient in Microsoft Office Suite, especially Excel, for data analysis and reporting purposes

**Commitment to Diversity & Inclusion:** We are committed to building an outstanding, inclusive work environment and diverse teams representative of the patients and communities we serve

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部门  
People & Organization

Business Unit  
CTS

地点  
India

站点  
Hyderabad (Office)

Company / Legal Entity  
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area  
Human Resources

Job Type  
Full time

Employment Type  
Regular

Shift Work  
No

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