

Benefits Expert

Job ID
REQ-10040854

2月 20, 2025

India

摘要

Administer the assigned countries' day-to-day benefits administration activities and processes, focusing on customer support, vendor operations relationships and process improvement.

About the Role

Major accountabilities:

- Administer various benefits programs - retirement plans, insured benefits, perks, and allowances in line with the SOPs and process maps.
- Meet established service level agreements of timelines and quality of work.
- Resolves employee queries by interpreting benefit policies and procedures using the Benefits technology platforms.
- Carry out invoice reconciliation and ensure accurate invoices are paid to the benefits vendors in time by collaborating with the P2P team.

- Prepare periodic reports to local authorities related to benefits plans, especially on pension and disability plans, where required.
- Prepares vendor and payroll reports by collecting, analyzing, and summarizing information from HCM and Benefit systems. Collaborate with country rewards and P&O PP on content management on benefits technology platforms and ONS knowledge articles
- Work closely with P&O services and benefits vendors on the day-to-day administration of the programs and to address employee queries.
- Monitors benefit utilization by preparing and distributing benefit reports to internal stakeholders.
- Conduct benefits data review, data conversion load and discrepancy resolution. Work with a continuous improvement mindset and give ideas to the Benefits Manager/Cluster Benefits lead for process improvement.
- Report operational improvements on the Benefits technology platform to the Benefits Manager/Cluster Benefits lead and provide requirements to the Benefits technology vendor.

Minimum Requirements:

Work Experience:

- Any bachelor ' s degree or equivalent work experience
- Languages: Fluent in English or local languages: Oral & writing
- Intermediate level understanding of benefit plans.
- Beginner-level understanding of logical, rules-based software systems
- Good experience in local Benefits Administration or related admin operational processes.

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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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