

# H2R Services Specialist

Job ID  
REQ-10026931  
Oct 24, 2024  
India

## 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

## Role Requirements

**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>

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Division  
People & Organization  
Business Unit  
CTS  
Location  
India  
Site  
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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## H2R Services Specialist

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