

## HR Specialist Operations (Turkish Speaker)

Job ID  
REQ-10074914  
мар 30, 2026  
Египет

### Сводка

-To support the development of P&O processes, principles, and guidelines for a small client group, as well as coordinate data analysis and evaluation, in support of the implementation and/or maintenance of processes / services / continuous improvement in scope.

### About the Role

#### Key Responsibilities:

- Deliver end-to-end Time and Absences service support to employees across the Middle East, Türkiye, and Africa region, ensuring timely, accurate, and customer-focused resolution of queries.
- Monitor, manage, and resolve service requests across ticketing, chatbot, and telephony channels in line with agreed service levels and quality standards.
- Ensure full compliance with local labor laws, Novartis policies, and global Time governance standards across all supported countries.
- Maintain accurate employee time and absence data, ensuring clear documentation, auditability, and traceability of all data change requests.
- Deliver scheduled Time service reports with a high level of quality, accuracy, and timeliness to support operational and business needs.
- Act as a key regional point of contact, proactively managing stakeholders across countries and functions to ensure alignment, clear communication, and smooth service delivery.
- Collaborate closely with second-level support teams, Payroll, P&O, HRIT, and external vendors to escalate, coordinate, and resolve complex or high-risk cases effectively.
- Ensure end-to-end Time and Absence processes are consistently followed, identifying gaps, risks, or inefficiencies and driving corrective actions where needed.
- Support testing activities, UAT, and continuous improvement initiatives, contributing to process enhancements, system improvements, and overall service optimization.
- Partner with cross-functional teams to identify, propose, and implement process and system enhancements that improve employee experience, compliance, and operational efficiency.

#### Essential Requirements

- Experience working in a customer-focused service delivery or shared services environment.
- Ability to manage employee queries accurately using case management, ticketing, or support tools.
- Strong attention to detail with the ability to document data changes clearly and compliantly.
- Comfort working in fast-paced, high-volume support environments while meeting service level expectations.
- Fluent Turkish communication skills, both written and spoken is mandatory
- Fluent English communication skills, both written and spoken.
- Collaborative mindset with strong communication skills and a proactive approach to problem solving.

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Business Unit  
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Место  
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Company / Legal Entity  
EG02 (FCRS = EG002) Novartis Pharma S.A.E  
Functional Area  
Управление персоналом  
Job Type  
Full time  
Employment Type  
Regular  
Shift Work  
No

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

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