

## Time Service Delivery Expert (Temporary position)

Job ID  
REQ-10081977  
Июн. 30, 2026  
Мексика  
Available in: English

### Сводка

#LI-Hybrid

Location: Mexico City, Insurgentes  
Relocation Support: This role is based in Mexico City, Insurgentes. Novartis is unable to offer relocation support: please only apply if accessible.

Reimagining Medicine Starts With Our People

Looking for an opportunity to make an impact in a global organization? At Novartis, we are reimagining medicine, and our People & Organization team plays a key role in enabling that mission. As a Time Service Delivery Expert (temporary), you will support the delivery of critical time management services, provide solutions to employee inquiries, and help optimize processes that enhance the employee experience.

This temporary position, running through June 2027, offers the opportunity to develop your expertise, collaborate with international teams, and contribute to a purpose-driven organization committed to improving and extending people's lives.

### About the Role

#### Key Responsibilities

- Deliver high-quality time management services while ensuring accuracy, compliance, and adherence to service level agreements
- Manage employee and manager inquiries, resolving service requests and escalating complex cases when needed
- Support Workday Time processes, user administration activities, and access management requests
- Analyze service tickets, identify root causes, and contribute to timely issue resolution
- Provide guidance and training to stakeholders on time management processes, policies, and tools
- Support personnel cost budgeting activities and perform efficiency and productivity analyses
- Contribute to continuous improvement initiatives that enhance employee experience and operational effectiveness

#### Essential Requirements

- Experience supporting Human Resources operations, service delivery, or employee support processes
- Working knowledge of Workday Time and time management processes
- Advanced Microsoft Excel skills with the ability to analyze and report data accurately
- Strong problem-solving skills with experience managing service requests and resolving operational issues
- Fluency in English and Spanish with excellent communication and stakeholder management abilities

#### Desirable Requirements

- Proficiency in Portuguese and experience supporting a multicultural or regional workforce is a plus.
- Experience working with Human Resources service management tools, ticketing systems, and service level agreements

#### Commitment to Diversity & Inclusion

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

## Accessibility and accommodation

Novartis is committed to work with and provide reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the recruitment process, or in order to perform the essential functions of a position, please send an e-mail to [tas.mexico@novartis.com](mailto:tas.mexico@novartis.com) and let us know the nature of your request and your contact information. Please include the job requisition number in your message.

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.

**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>

**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>

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**Benefits and Rewards:** Learn about all the ways we'll help you thrive personally and professionally. [Read our handbook \(PDF 30 MB\)](#)

Дивизион

People & Organization

Business Unit

Human Resources

Место

Мексика

Сайт

INSURGENTES

Company / Legal Entity

MX06 (FCRS = MX006) Novartis Farmacéutica S.A. de C.V.

Functional Area

Управление персоналом

Job Type

Full time

Employment Type

Regular

Shift Work

No

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