

# Time Service Delivery Expert (German Speaker)

Job ID

REQ-10073811

Apr 08, 2026

LOC\_EG

## About the Role

### Key Responsibilities

- Deliver first-level time service support to associates, ensuring timely and accurate resolution of queries.
- Monitor and resolve service requests through ticketing, chatbot, and telephony channels in line with service levels.
- Ensure compliance with local labour laws, Novartis policies, and global time governance standards.
- Maintain accurate employee time data with clear documentation of all data change requests.
- Deliver scheduled time service reports with high quality, accuracy, and timeliness.
- Collaborate with second-level support teams to escalate and resolve complex cases effectively.
- Support testing and continuous improvement initiatives to enhance service delivery.

### 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.
- Knowledge of German language is mandatory
- Fluent English communication skills, both written and spoken.
- Collaborative mindset with strong communication skills and a proactive approach to problem solving.

### 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

DIV\_PO

Business Unit

Human Resources

Location

LOC\_EG

Site

New Cairo

Company / Legal Entity

EG02 (FCRS = EG002) Novartis Pharma S.A.E

Functional Area

FCT\_HR

Job Type

Full time

Employment Type

Regular

Shift Work

No

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