

HR Specialist Operations (Turkish Speaker)

Job ID

REQ-10074914

Mar 30, 2026

LOC_EG

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.

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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