

Payroll Services Expert – Temporary role (6-months)

Job ID

REQ-10086932

Sep 29, 2026

LOC_MX

About the Role

Key Responsibilities

- Support the team in translating Payroll strategic objectives into operational execution and measurable outcomes.
- Reconcile payroll data across systems, identify discrepancies, document findings, and maintain control and audit processes.
- Provide guidance and practical support to implement payroll processes and standards across services, operations, and continuous improvement; deliver consulting and training to customers and users.
- Manage standard payroll service requests by answering questions, resolving issues when possible, and coordinating with next-level support or subject-matter experts for complex cases.
- Track and monitor service requests and troubleshooting activities; analyze error messages and user inquiries to determine root causes and next steps.
- Support the evaluation of payroll services and processes in scope, including performance, compliance, and improvement opportunities.
- Contribute to payroll services projects at country or business unit level, supporting planning, execution, and delivery.

Essential Requirements

- University degree
- 3-4 years of experience in Payroll, Rewards, HR or similar
- Proficient in Excel
- Proficient in English (written & spoken).
- Working knowledge with Payroll or SAP Systems – ADP is highly preferred, but no mandatory.
- Customer focused solutions, Proactive thinking and Problem solving

Commitment to Diversity and 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 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 y permítanos conocer la naturaleza de su solicitud y su información de contacto. Incluya el número de posición en su mensaje.

Role Requirements

Division

DIV_PO

Business Unit

Human Resources

Location

LOC_MX

Site

INSURGENTES

Company / Legal Entity

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

Functional Area

FCT_HR

Job Type

Full time

Employment Type

Regular

Shift Work

No

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