

Time Service Delivery Expert (German Speaker)

Job ID
REQ-10073811
апр 08, 2026
Египет

Сводка

#LI-Hybrid
Location: Cairo, Egypt

Relocation Support: This role is based in Cairo, Egypt. Novartis is unable to offer relocation support: please only apply if accessible.

At Novartis, every detail matters when it comes to supporting our people—and this role sits right at the heart of that mission. As a Time Service Delivery Expert, you will be a trusted first point of contact for associates, ensuring accurate, compliant, and timely time services that directly impact employee experience and payroll outcomes. Working in a dynamic, fast-paced environment, you will combine service excellence with strong system discipline, collaborating closely with regional partners to keep operations running smoothly and with confidence.

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.

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: 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
Египет
Сайт
New Cairo
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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