

Payroll Expert

Job ID

REQ-10078974

Sep 24, 2026

LOC_MY

About the Role

Key Responsibilities:

- Support operational execution of payroll strategic objectives across teams and regions.
- Implement payroll processes and standards with guidance and training for users.
- Respond to payroll service requests and resolve issues or escalate as needed.
- Track and troubleshoot service errors, analyzing messages and user queries.
- Evaluate payroll services and contribute to continuous improvement initiatives.
- Collaborate on payroll-related projects at country or business unit level.
- Provide expert advice on payroll systems, compliance, and customer-focused solutions.

Essential Requirements:

- Bachelor's degree in finance, Accounting, Business, or a related field.
- Minimum 5 years payroll experience in full payroll cycle with experience in Taiwan (Main), Hong Kong and China countries.
- Professional fluency in written and spoken English and Chinese.
- Direct knowledge of country-specific payroll regulations and tax compliance for the APAC region.
- In depth knowledge and experience in Reconciliation & audit readiness, Vendor governance and Data privacy & payroll governance.
- Expertise in Workday & advanced Excel skills.
- Strong attention to detail and accuracy, with the ability to manage payroll data, validations, reconciliations, and documentation with a high degree of precision.
- Strong analytical and problem-solving skills to resolve payroll-related issues in a timely manner.
- Effective communication and stakeholder management skills, with the ability to partner with internal teams, vendors, and employees across multiple geographies and manage queries professionally.
- Process improvement and automation mindset.

Desirable Requirements:

- Experience troubleshooting service errors and resolving complex payroll queries.
- Strong proactive problem-solving skills in a customer-focused environment.
- Multi-country payroll experience other than Taiwan, Hong Kong and China.
- Experience with Workday integration
- Experience in Global/ MNC and complex & matrixed organizations
- Experience in leveraging AI to simplify people processes, reduce duplication, and shift team capacity toward higher impact, value adding work.

Role Requirements

Division

DIV_PO

Business Unit

Human Resources

Location

LOC_MY

Site

Selangor

Company / Legal Entity

MY01 (FCRS = MY001) Novartis Corporation (Malaysia) Sdn. Bhd. (197101000541)

Functional Area

FCT_HR

Job Type

Full time

Employment Type

Regular

Shift Work

No

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