

Lonza

HR Service Advisor

Job Description Summary

Today, Lonza is a global leader in life sciences operating across three continents. While we work in science, there's no magic formula to how we do it. Our greatest scientific solution is talented people working together, devising ideas that help businesses to help people. In exchange, we let our people own their careers. Their ideas, big and small, genuinely improve the world. And that's the kind of work we want to be part of.

As part of our HR Services Switzerland Team the HR Advisor provides excellent HR administration services to the employees, managers and HR community. This role is responsible for accurate and timely handling of complex HR cases, administering HR-related documents compliant with applicable legislation and ensuring that the relevant HR systems are up to date.

Key responsibilities:

- Act as the point of contact for any service-related questions for customers and taking care of HR request until closure (end to end incl. tracking and tracing). Create high end user experience.
- Provide best in class customer service, aiming to quickly resolve queries and issues, always striving to go the extra mile. Be knowledgeable of the business operation and the structure of the business, including key contacts. Provide ad-hoc support and advice in the delivery of HR calendar events (e.g., IDP, Lonza Bonus salary review).
- Use multiple HR and Payroll systems to support the resolution of customer queries.
- Share customer feedback (process related) with Service Specialist; suggest new HR technology solutions to improve day-to-day operations.
- Monitor key HR Services & Solutions metrics.
- Initiate changes in Workday as defined by process.
- Proactive advisory on "how to" for HRBP's and line managers.
- Contribute to local projects with impact on Human Resources.
- Demonstrate awareness of the roles of the other HR roles and teams within Lonza.
- Maintain a working knowledge of HR policies and procedures.
- Promote the use of the case tool within Human Resources, acting as the subject matter expert for other HR teams on the case tool.
- Work within SLAs, always focusing on the excellent customer journey.
- Be able to provide guidance on a broad range of key HR processes
- active collaboration with ad-hoc projects as necessary and perform any other job duties

Key requirements:

- Education as "Personalfachfrau/-mann" or a university degree (Bachelor of Arts in Business Administration)
- Detail oriented with exceptional organizational skills and a structured proactive working attitude
- strong work ethic and organisational resilient
- Understands different cultures and can effectively act in a multi-cultural environment
- Extensive experience (3-5 years) within an HR administration or HR shared services organization
- Fluent in German and Business English

Every day, Lonza's products and services have a positive impact on millions of people. For us, this is not only a great privilege, but also a great responsibility. How we achieve our business results is just as important as the achievements themselves. At Lonza, we respect and protect our people and our environment. Any success we achieve is no success at all if not achieved ethically.

People come to Lonza for the challenge and creativity of solving complex problems and developing new ideas in life sciences. In return, we offer the satisfaction that comes with improving lives all around the world. The satisfaction that comes with making a meaningful difference.