

JOB DESCRIPTION

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| Job Title | : Operations Specialist |
| Location | : Tokyo, Japan |
| Legal Entity | : |
| Reports Functionally To | : Operations Manager or Senior Operations Manager |
| Reports Administratively To | : Head of Medical & Security Assistance Services or General Manager, Medical & Security Assistance Services |
| Works Closely with | : International Operations colleagues and Medical and Security team |
| Direct Reports | : n/a |

A. Overall Purpose Of The Job *(Brief description of the primary purpose of this position)*

Responsible for fulfilling all types of assistance for medical, security and logistical related requests originating through the Assistance Centre from clients and subscribers. Deliver high quality service, through effective case management, bringing swift and accurate resolution to situations presented. Execute cases with high standard customer service and working collaboratively between operations, medical and security specialists.

To provide an empathetic and efficient delivery of the whole range of 24-hour assistance services and general customer service programmes to our members.

B. Key Responsibilities *(Critical responsibilities and skills of this position, listed in order of importance)*

Service Delivery:

- Provide operations and logistics expertise in the understanding and fulfilment of requests for assistance from our clients and subscribers, in collaboration with medical and security professional colleagues.
- Demonstrate a professional, positive and caring attitude when servicing clients and subscribers with the objective of exceeding expectations.
- Probe clients and subscribers who contact the Assistance Center to ensure that the request for assistance is understood and acted upon in every instance.
- Ensure continuity of service delivery by answering all requests for assistance in a timely and professional manner and managing cases in line with the key directive of Assist First, Verify Later.
- Document all matters relating to these requests using the telecommunication and computer systems made available by the organisation.
- Plan and coordinate the full range services for clients, utilising the internal resources of International SOS and external correspondents where necessary.
- Reliably escalate cases and requests where required by company protocols.
- Ensure that logistical arrangements are communicated to all stakeholders in an appropriate and timely manner.
- Coordinate cases effectively and efficiently in accordance with internal and client specific Operations and Billings procedures
- Manage cases with a sense of responsibility and urgency, proactively working around barriers and demonstrating a passion for achieving the best outcomes for our clients and subscribers.
- Seek and listen to customer feedback and escalate for quality improvement. Take responsibility for correcting customer service problems promptly.
- Provide fully comprehensive billing information together with cost estimates where relevant - securing payment prior to delivery of services to non-clients. Recognise and escalate any opportunities for cost containment.
- Ensure that cases are correctly prepared for hand-over to the billing department.
- Manage an allocated load of cases within the shift and ensure that case details and direction are communicated appropriately and efficiently in the transmission handover.
- Effectively manage and communicate workload and movements to the line manager.
- Forward relevant information to assist with the development of the network of service providers.

Other Duties

- Establish responsive relationships both within International SOS and externally.
- Positively promote International SOS.
- Work harmoniously with colleagues and other Assistance Centres and maintain a safe and comfortable working environment by ensuring that shared workstations are kept clean and tidy at all times.
- Consistently demonstrate the Company Values; work within and promote all International SOS' policies and procedures; follow International SOS internal guidelines and standards.
- Attend training and meetings as and when required.
- Actively develop own skills, knowledge and an area of personal interest to improve personal performance and add value to the team.
- Carry out any other reasonable duties as requested by the manager.

C. Job Profile

Required Skills and Knowledge

- Operations and logistics skills.
- Multi tasking and prioritisation skills, ability to multi task and handle several requests at the same time, prioritising tasks appropriately.
- Customer service skills.
- Ability to probe and question to ensure request for assistance is fully understood.
- Resilience and ability to work well under pressure.
- Attention to detail.
- Ability to comprehend a given situation, information and requirements quickly and accurately.
- Situational awareness skills, ability to perceive, understand and effectively respond to situation.
- Expert communication skills, communicate information and concepts clearly and logically, setting time specific and achievable expectations, verbally and in writing.
- Teamworking skills.
- IT literacy and proficiency in the usage of contemporary computer software including Microsoft Outlook and Word.

Required Competencies

- **Ethics & Integrity:** Trust: Is widely trusted; is seen as a direct, truthful individual; keeps confidences; admits mistakes; doesn't misrepresent themselves for personal gain. Ethics & Values: Has strong ethics and principles; demonstrates our company core values irrespective of the situation.
- **Operational Expertise:** Attention To Detail: Pays attention to details, and understands the importance of this for the business and for service provision. Focus On Execution: Commitment to excellent and timely delivery of service levels and expectations, whether external or internal. Responsiveness: Responds quickly and effectively to requests for information or assistance, including day-to-day operational matters. Functional Excellence: Has the functional and technical skills, knowledge and experience to perform at a high level of accomplishment; pays attention to details.
- **Communication:** Communication: Communicates clearly and concisely. Listening: Listens to people's point of view. Informing: Proactively provides people with information needed to effectively perform their jobs in a timely manner. Keeps people updated on new developments.
- **Energy & Drive:** Drive For Results: Can be counted on to achieve/exceed agreed goals; continually pushes self to achieve results; shows perseverance in the face of resistance or setbacks. Action Oriented: Has high energy and enjoys working hard; relishes opportunities/challenges.
- **Cultural Adaptability:** Team Player: Works harmoniously with different parts of the organization, promotes effective teamwork; collaborates effectively and focuses on common goals and priorities; is trusted and supported by peers; is candid with peers.

Required Work Experience

- Typically, at least 1 – 2 years of experience in logistics and customer service is required.
- Experience working in logistics, travel and/or healthcare sector is desirable.
- Experience in phone-based or call centre environment is desirable.
- Experience of working in a fast-paced, demanding environment.

Required Qualifications

- Educated to a high school diploma or equivalent.
- Tertiary level education is desired.

Required Languages

- Excellent written and spoken English language
- Other language proficiency desirable.

Travel / Rotation Requirements (Brief description of any travel or rotation requirements)

- Shift work including occasional overtime based on operational requirements.

This job description outlines the types of responsibilities the incumbent is required to perform. The incumbent may be required to perform job related tasks other than those specifically presented in this job description. This job description is subject to regular review.

Name & Signature of Reporting Manager

Name & Signature of Employee

Date

Date

Name & Signature of Country General Manager
or Regional General Manager

Date

Version: V1.0