

JOB DESCRIPTION

Job Title	: Network Service Manager
Location	: Japan
Legal Entity	:
Reports Functionally To	: Global Director of Network Services
Reports Administratively To	: Head of Medical and Security Assistance Services, Japan
Works Closely with	: <i>Medical, Security, Operations, Finance, Sales & Marketing (BDMs), People who manage Insurance Relationships, Strategic Partnerships</i>
Direct Reports	: NA

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

1. Business support
2. Network Management (rightsizing & adequacy, quality & value)
3. Providers relationship management

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

1. Business support
 - a. Support Operations and Medical Teams and management as well as teams managing other programs (Medfit, Medaire, Tricare and others) in terms of network service delivery and quality, to ensure the network is used in an optimal manner
 - b. Support Learning, Development and Quality to continuously increase the quality of the network and the enablement of the staff on the Assistance Centre
 - c. Work with Finance to ensure provider payments are made in a timely manner and finance related KPIs are met
 - d. Liaise with global NETWORK SERVICES contacts as required regarding corporate projects or global proposals
 - e. Work with Medical Services, Consulting team to seek opportunities for collaboration e.g. Site Health Reviews
 - f. Develop and maintain strong working relationships with Sales and Marketing to proactively provide them with network capability, cost containment and commercial data to support new clients and proposals
 - g. Identify commercial opportunities for new partnerships and for opportunities to streamline the network
2. Network Management (rightsizing & adequacy, quality & value)
 - a. Ensure the network in the assigned territory adequately supports the needs of the clients and the various program requirements are met and optimal support is provided to the business
 - b. Conduct provider site evaluations as required, ensuring trips are also used to maximize commercial and relationship development opportunities
 - c. Optimize the engagement of medical, security and aviation experts in network management
 - d. Ensure that service providers data base (SPIN) is adequately completed either by the local NETWORK SERVICES team or by or Kuala Lumpur Provider Network Support team
 - e. Take on all the administrative tasks to solve issues related to or coming from our providers and engage with all relevant stakeholders to find short and long term solutions
3. Providers relationship management
 - a. Enhance existing relationships with providers, particularly at an executive level and leveraging on the relevant internal stakeholders, in order to maximize commercial opportunities and outcomes
 - b. Negotiate and obtain agreements with qualified service providers, including discounts

C. Job Profile

Required Skills and Knowledge *(Brief description of technical knowledge or skills needed to perform the job)*

- Excellent computer skills

Required Competencies *(Critical behaviours necessary to successfully perform the job)*

- Exemplary communication skills and ability to communicate effectively at executive levels
- Strong business acumen, with ability to negotiate and generate commercial outcomes
- Action oriented: problem solving, perseverance and drive for results
- Ability to work independently and perform well with little supervision
- Ability to work under pressure in complex environments, and to effectively manage competing priorities across multiple projects and business lines
- Cross cultural sensitivity and experience working with global teams
- Strong attention to detail
- Strong customer service ethos
- For people managers: people management competencies

Required Work Experience *(Brief description of the job-related experience needed to perform the job)*

- At least 5-7 years work experience
- Experience in account management or network management
- Experience in healthcare environment is a plus

Required Qualifications *(Brief description of the educational background needed to perform the job)*

- Graduate from a premier university with strong academic achievements

Required Languages *(Brief description of the language skills needed to perform the job)*

- Excellent written and spoken English & main languages in assigned territory

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

- Travel on a regular basis throughout the assigned territory, and occasionally to meetings in other Intl.SOS regions.

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