

JOB DESCRIPTION

Job Title	: Payments Manager, Government Services Japan
Location	: Tokyo, Japan
Legal Entity	: International SOS Japan Ltd.
Reports Functionally To	: Carrier Claims Management Director in US
Reports Administratively To	: General Manager, Government Services Operations
Works Closely with	: <i>Japan and Regional Finance, Global Shared Services</i>
Direct Reports	: <i>Payment Specialists, Government Services Japan</i>

A. Overall Purpose of The Job

We are seeking a detail-oriented and strategic Payments Manager to oversee and optimize our payment operations. This role will be responsible for all aspects of payment processing, ensuring compliance with regulatory standards, and driving efficiency in transaction workflows. The ideal candidate will have a strong background in financial operations, payment systems, vendor relations and team leadership.

The providers can be domestic vendors, hospitals and clinics from multiple business lines and programs operating in Japan. This position will own AP tracking, booking and payments (including but not limited to AP payment cycle working with external providers, internal Network Service team and Global Shared Services (GSS)).

B. Key Responsibilities

- Manage the team to ensure timely receipt and proper tracking of provider invoices
- Ensures all payments are released timely and meet provider payment terms. Payments to be done every 15th and 25th of the month. One-off payments on urgent need basis.
- Manage vendor registration process including bank details with Network Service manager
- Reviews aged accounts payable listing and performs research to resolve issues
- Coordinates with the Claims and Billing teams to resolve any queries or outstanding items required to processing and paying a claim
- Replies to Provider inquiries as needed
- Maintains effective communication with direct reports, supervisory and other management team, and provide timely updates on situations that impact productivities and efficiencies
- Ensures protection of private health and personal information by adhering to all HIPAA and PCI compliance regulations for monitoring billing and reimbursement related data.
- Actively participates in day-to-day office activities, including a variety of meetings and task force groups to improve processes
- Completes additional, related duties as assigned by Carrier Claims Management Director or General Manager, as needed

C. Job Profile

Required Skills and Knowledge

- 5+ years of experience in payment operations, treasury, or financial services.
- Strong knowledge of payment types, processes and systems (e.g., SWIFT, SEPA, RTP, ACH, card networks, Kyriba, Japanese Zengin Format).
- Excellent analytical, organizational, and communication skills.
- Proven leadership and team management experience.
- Familiarity with compliance standards and risk management practices.
- Experience in multi-cultural and fast paced environment (ideal but not essential).
- Minimal of five (5) years of business office experience in a small to medium size organization, preferably in the health or financial sectors
- Demonstrating customer services skills, preferably in the private sector
- Prior bookkeeping or accounting experience a plus
- Highly proficient IT skills, particularly Microsoft Excel

Required Competencies

- ERP experience – Has experience to use English ERP system (i.e. SUN6, Oracle, SAP, etc.) is the key for this position.
- Adaptability/Flexibility – Successful performance in changing environments, positive attitude to change, willing to use new techniques, modifies behaviour successfully in response to change.
- Attention to detail – Follows established procedure, develops systems to check accuracy such as checklists
- Sustainability and Accuracy – Maintain routine works in timely manner at all the time
- Teamwork – Actively encourages a team culture, provides honest and constructive feedback, performs own team duties responsibly and effectively, builds trust, actively listens and checks understanding
- Pressure tolerance – Maintains performance under pressure, manages stress, identifies ways to reduce work stress, use appropriate coping mechanisms
- Internal customer service – Actively listens and seeks information, identifies internal customer need and checks understanding, builds rapport, develops relationships with key internal customers, confidence in building relationships at all levels
- Able to work independently

Required Qualifications

- Bachelor's degree in Finance, Accounting, Business Administration, or related field (Master's preferred).
- Boki 3 or above preferred

Required Languages

- Japanese – Native / fluent
- English - Business level

Travel / Rotation Requirements

- Not required

*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

Date