

JOB DESCRIPTION

Job Title	: Operations Manager, DOD Civilians
Location	: Tokyo
Legal Entity	:
Reports Functionally To	: Director of Service Delivery, Government Programs Asia
Reports Administratively To	:
Works Closely with	: Tokyo-based Medical Director, Coordinating Nurses and Doctor, US-based Carrier Claims Manager and Specialists. Manila-based Customer Operations Specialists & Beneficiary Review Nurses
Direct Reports	: Beneficiary Coordinating Specialists, Tokyo

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

The Tokyo-based Operations Manager, DOD Civilians is responsible for managing the team that act as the primary facilitator for the Japan-based claimants and medical providers under the DOD US Federal Employee Health Benefit (FEHB) Program. The team provides case management and medical provider liaison for these Civilian employees seeking to access health care services and treatment coverage under the health insurance policies of participating Carriers.

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

- Manage the allocation of work for the Tokyo-based team, ensuring that resources are allocated to case management activity to ensure that services are delivered within the contracted timeframes.
- Be responsible for ensuring all service standards / KPI's are met and ensures the teams in Manila, Tokyo and Philadelphia are consistently following the correct procedures and processes.
- Coach, support and develop members of the Tokyo-based team to ensure there is a collaborative team culture that is focussed on delivering the right service standards.
- Work collaboratively with the Tokyo-based Medical Director and broader medical team located in Tokyo, Manila and Philadelphia to ensure a high quality of medical care that aligns with the Civilian patient's medical insurance benefits.
- Ensure that the only medical and associated costs guaranteed by the DOD Operations team are those covered and authorized under the Civilian patient's health insurance policy.
- Lead the performance of a team of direct reports, ensuring that performance is supervised appropriately in terms of productivity and behaviours.
- Provide quality feedback to Operations Specialists to maintain and improve the quality of service delivery, including listening and reviewing calls and reviewing cases.
- Apply critical and creative thinking strategies to find productive solutions to issues.
- Ensure that the Head of Service Delivery leadership is regularly briefed on performance issues impacting the team.
- Execute the responsibilities and schedule of an on-call and on-duty leader in accordance with the direction provided by the Head of Service Delivery.
- Act as a first point of escalation for complex issues within the team.
- Participate in ad-hoc projects, taking the lead where appropriate.
- Maintain confidentiality of all patient and/or client information. Both International SOS and HIPAA/PII guidelines and regulations will be followed.
- Provide clear case direction to the team and serve as a technical expert on systems related issues.
- Ensure the team recruits the right resources to ensure service levels are maintained and in line with the required standards.
- Assists with the management of the administrative aspects of the team of Operations Specialists.

C. Job Profile

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

- Displays maturity and strong leadership traits, ability to lead teams
- Familiar with CRM usage and managing call center agents.
- Takes initiative, demonstrates responsibility.
- Listens and engages team members, drives a customer focused culture.
- Customer service orientation and a team player.
- Proactively identifies and acts on potential problems and / or difficulties.
- Demonstrates effective problem solving skills and lateral thinking.
- Ability to work under pressure, multi-task, and prioritize in a timely and effective manner.
- Ability to listen, write and speak effectively.
- IT literate and conversant with contemporary computer software.

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

- **Leadership**
 - Leads by example and is a role model to others. Helps self and others to focus on what really matters.
 - Uses own influence to guide individuals and groups towards achieving their goals.
 - Delegates appropriately within the team, playing to the strengths of individuals.
- **Customer Focus**
 - Anticipates and identifies customer requirements, providing extra value added services to exceed their expectations.
 - Supports and encourages others to deliver superior services across the organization. Provides the tools and information to make this happen
 - Measures and evaluates services levels using a variety of approaches
- **Problem Solving**
 - Converts original ideas and creative approaches into practical solutions.
 - Quick and resourceful in mastering facts, information and knowledge to help others solve business problems
 - Motivates others to adopt diverse problem-solving techniques and processes
- **Teamwork and Collaboration**
 - Maintains the focus of the team on their goals, builds a collaborative work ethic
 - Clarifies and maintains team roles, providing opportunities for all team members to play to their strengths
 - Removes roadblocks for others
- **Developing and Coaching**
 - Helps others learn how to structure and solve problems related to their work and relationships with others
 - Provides instructions and explains by positive modelling in order to help others develop skills
 - Provide feedback on yearly Performance Appraisal and develops talent appropriately
 - Ability to write and deliver a Staff Training and Development Plan with oversight from the management team

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

- Operations Manager or equivalent experience at a highly-proficient level.
- Relevant operations experience applicants preferred
- Internal applicant must not have any written warnings for performance issues within previous 6 months.

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

- College Graduate Preferred
- Preferred Degree in: International Business, Language, Liberal Arts, Business Management
- **This position does require someone who can obtain a Tier 1 background investigation for a position of trust after being offered a position and maintaining after starting with International SOS.**

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

- Ability to read, write and speak English
- Ability to read, write and speak Japanese
- Fluency or proficiency in any other language is advantageous but not a requirement

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

- Occasional domestic and or international travel may be 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

Version: V1.0