

JOB DESCRIPTION

Job Title	: Payment Specialist, Government Services Japan
Location	: Tokyo, Japan
Legal Entity	: International SOS Japan Ltd.
Reports Functionally To	: Payment Manager, Japan
Reports Administratively To	: Payment Manager, Japan
Works Closely with	: <i>Japan and Regional Finance, Global Shared Services</i>
Direct Reports	: <i>None</i>

A. Overall Purpose Of The Job

The Payment Specialist position will be responsible for timely payments and the maintenance of Accounts Payable for Provider Trade payments. These providers can be domestic 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).

A successful candidate would be one who enjoys working with people in the other countries daily and be motivated to explore to find more efficient way to execute day to day work.

B. Key Responsibilities

- Receive invoices (medical claims) and Guarantee of Payments (“GOP”) from the local providers (hospitals, Clinics and pharmacies), verify them, maintain them on the Excel base tracker, monitor the payment term and due dates, and initiates payments via Kyriba which is linked with banking system (Standard Chartered Bank and Bank of America) and ERP (SUN6). Payments to be done every 15th and 25th of the month.
- Manage vendor registration process including bank details with Network Service manager
- Ensures all payments are released timely and meet provider payment terms
- 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 paying a claim
- Maintains effective communication with 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 Claims Management Director as needed

C. Job Profile

Required Skills and Knowledge

- Experience in multi-cultural and fast paced environment (ideal but not essential).
- Minimal of two (2) 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 and 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

- Boki 3 or above preferred

Required Languages

- Japanese – Native, English - Business level

Travel / Rotation Requirements

- Least 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

Date