

JOB DESCRIPTION

Job Title	: Office Admin / PA
Location	: Tokyo Japan
Legal Entity	:
Reports Functionally To	: TBC
Reports Administratively To	: TBC
Works Closely with	: Service Delivery Director, Medical Director, HR Manager, HR Generalist, IT Manager
Direct Reports	: None

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

We are seeking a motivated and detail-oriented individual to join our Tokyo office as an Office Admin and PA for the DOD Civilian Japan Program. This role will involve a combination of office management/general affairs and Secretarial Support to the Service Delivery Director & Medical Director, ensuring smooth office operations and assisting executives with administrative and logistical needs.

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

Office Admin / General Affairs (60%)

- Oversee and manage office facilities, including maintenance, supplies, and vendor relationships.
- Organize company events and meetings, including logistics and on-site arrangements.
- Manage company assets, such as office equipment, leases, and inventory control.
- Handle health and safety compliance, including disaster preparedness and workplace safety protocols.
- Support onboarding and offboarding processes for employees, ensuring access to necessary tools and facilities.
- Address employee inquiries related to office management and provide ad-hoc support for internal requests.

Secretarial Support (40%)

- Provide calendar management and meeting scheduling support for senior executives.
- Arrange domestic and international travel, including itineraries, accommodations, and expense reports.
- Assist with preparation of presentations, reports, and meeting materials.
- Act as a point of contact for internal and external communications on behalf of management.
- Manage correspondence, including emails, calls, and document filing.

D. Job Profile

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

- Proven experience in General Affairs, Office Administration, or similar background.
- Business proficiency in Japanese and English (spoken and written).
- Proficiency in Microsoft Office (Excel, Word, PowerPoint, Outlook).
- Strong organizational abilities, attention to detail, and multitasking capabilities.
- Familiarity with working in an international or fast-paced environment is a plus.
- Problem solving skills.

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

- **Delivering Results & Meeting Customer Expectations**
Focuses on listening to and understanding the customer needs; seeks ways to resolve their specific questions; sets high standards for both quality and quantity; works in a systematic, methodical and organized way; owning issues until they are fully resolved to the customers need.

- **Following Instructions & Procedures**

Appropriately following instructions without unnecessarily challenging authority; follows procedures and policies; keeps to schedule; is punctual for work and meetings and is reliable; demonstrates commitment to the organization; complies with legal obligations and safety requirements for the role.

- **Coping with Pressures & Setbacks**

Works productively in a pressurized environment; emotionally resilient during difficult situations; balances the demands of a work life and a personal life; maintains a positive and healthy outlook at work; uses feedback to learn.

- **Working with People**

Demonstrates an interest in and understanding of other people; adapts to the team and builds team spirit; recognizes and rewards the contribution of others; listens, consults others and communicates proactively; supports and cares for others;

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

- Experience in a related environment (i.e. office, administrative, clerical, customer service, etc.) using phones and computers as the primary job tools
- 2-3 years of experience working as a PA managing correspondence, including emails, calls, and document filing.
- 3 – 5 years' experience with office administration and general affairs
- Previous experience working in a customer centric/service department.
- Experience within Intl. SOS advantageous.

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

- Business level written and spoken English is an explicit requirement of the role
- Fluent in written and spoken Japanese

Behaviours

- Display consistent punctuality and attendance.
- Remains calm and logical and professional in work ethic.
- Displays a "can-do" attitude, results driven and gets things done.
- Alignment with the Intl. SOS values of Passion, Expertise, Respect and Care.

Job Conditions

- Shift work in accordance with a pre-published duty roster.
- The list of responsibilities is not exclusive, and duties may be amended as per business and 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 & Surname of Reporting Manager

Name & Surname of Employee

Signature

Signature

Date

Date

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