



SOMPO INTERNATIONAL

Sompo International is the trade name for the global specialty property and casualty insurance and reinsurance operations of Sompo Holdings, Inc. ("Sompo"), established in March 2017 as the result of Sompo's acquisition of Endurance Specialty Holdings Ltd.

Sompo is a financial services holding company organized under the laws of Japan whose shares are listed and posted for trading on the Tokyo Stock Exchange. Sompo, through various operating subsidiaries, is one of the top three insurers in Japan and is engaged in the provision of insurance services as well as other related services through its global network of businesses operating in 32 countries around the world.

Sompo International is the international operation of Sompo and, through its operating subsidiaries, writes agriculture, casualty and other specialty, professional lines, property, marine/energy and aviation lines of insurance and catastrophe, property, casualty, professional lines and specialty lines of reinsurance.

As a leading global provider of insurance and reinsurance, we recognize that our success is derived directly from those whose contributions matter most: our people. Sompo International's headquarters is in Bermuda and we currently have offices in the United States, the United Kingdom, Continental Europe, and Asia. A shared commitment to integrity, accountability, collaboration and agility define our culture, and we strive to create exceptional value for our clients and shareholders and maintain Sompo International as a desirable place to work.

We are seeking a **Process Quality Manager** in our **Purchase, NY** office to support Insurance and Reinsurance Accounting Finance Operations Global Division by participating in and leading key improvement initiatives. In consultation with SVP and Management Team, prepare deliverables and communications including but not limited to implementation, communication and launch plans for assigned projects.

Key Responsibilities

- Support process related problems and redesign efforts, ensuring consistent and quality service.
- Analyze business opportunities, recommend options and opportunities, considering benefits and internal and external data, and align processes to meet business objectives and key priorities.
- Support the ongoing continuous improvement strategy and ensuring tools, processes and standard work.
- Working knowledge of SOX control environments within an insurance operations and/or finance organization
- Statistical analysis of operational metrics to determine performance measures within an insurance or finance organization.
- Work with team and project leaders to track progress on projects, initiatives, and process improvements including identification of impacts to budget, staffing, and key performance indicators when appropriate.
- Establish needs, roadmap and cross functional alignment across multiple upstream and downstream business partners.



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- Assists in problem resolution to achieve objectives as needed to establish, maintain and deliver high quality service to internal and external clients
- Collaborate with Leadership and Team to identify and implement best practices
- Support management reporting as needed.
- Partner with functional leaders to define and execute business strategy to achieve goals and priorities, while deploying financial and operational objectives to help drive cost savings, capacity and/or efficiencies.
- Achieves quality assurance operational objectives by contributing information and analysis to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; identifying and resolving problems; completing audits; determining system improvements; implementing change

Qualifications:

- Continuous improvement mindset and approach; aptitude for innovation, implementing effective and efficient solutions, and fostering teamwork to achieve objectives
- Bachelor's degree or related experience within Insurance or Financial Institution
- Preferred experience within an Insurance Operations or Finance environment.
- Lean, Six Sigma or other process improvement methodology training and experience a plus
- Demonstrated ability to analyze problems and trends to make recommendations while recognizing customer, agent, and organizational impacts
- Demonstrated ability to effectively and clearly communicate, collaborate, and influence others and outcomes working across multiple levels.
- Demonstrated history of successfully meeting objectives and deliverables.
- Proficient with Microsoft Office applications including intermediate skills with Excel and PowerPoint.
- Prior experience working as a consultant or in a consultant capacity for Insurance or Reinsurance Operation required.
- Professional designations preferred

Sompo International offers a competitive compensation and benefits package commensurate with experience. For consideration; please e-mail your resume along with salary history/requirements to: broldan@sompo-intl.com

**Sompo International is an equal opportunity employer committed to a diverse workforce.
M/F/D/V**

Visit our website at www.sompo-intl.com