



SOMPO INTERNATIONAL

Sompo International Holdings Ltd. (Sompo International) is a specialty provider of property and casualty insurance and reinsurance, established in March 2017 as the result of the acquisition of Endurance Specialty Holdings Ltd. by Sompo Holdings Ltd. (Sompo).

Sompo's core business encompasses one of the largest property and casualty insurance groups in the Japanese domestic market. In addition, Sompo 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 and a wholly owned subsidiary of Sompo, which trades on the Tokyo Stock Exchange. Through our operating subsidiaries, Sompo International underwrites agriculture, professional lines, property, marine and energy, and casualty and other specialty lines of insurance and catastrophe, property, casualty, professional lines, weather risk and specialty lines of reinsurance.

As a leading global provider of insurance and reinsurance, we recognize that our success is derived directly from those who 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. At Sompo International, a shared commitment to integrity, teamwork, agility, execution, and excellence 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 **Personal Lines Business Operations Specialist** for our **Business Operations** team in our **Charlotte, NC** office. Business Operations provides support for personal insurance regarding coverage analysis, quotes and policy issuance for Japanese Nationals and our employee insurance program.

The Personal Lines Business Operations Specialist will provide efficient, accurate and professional assistance/service within established guidelines and procedures, insuring all related activities are delivered in a manner that yields quality customer service. This position focuses on expense management and contributes to the attainment of company goals related to growth, renewal retention, customer service and relationships.

Duties and Responsibilities:

- Receives, reviews and enters personal lines data and client information necessary to process applications for new business, renewal rewrites, endorsements and cancellations of Personal Lines policies to Travelers Agent's HQ online system.
- Accepts, prices and binds insurance based on coverage information provided by producers to ensure the best rates and coverage for the client.
- Maintains above average knowledge of Travelers administration and underwriting procedures, practices and policies.
- Demonstrates a strong customer focus through understanding customers' needs and expectations and implements a superior level of service standards.
- Responsible for general correspondence and maintaining correspondence files in the personal lines agency management system.
- For Sompo employees and clients that call direct, acts as an independent agent. Provides insurance advice and counsel on coverage and options regarding personal lines policies.
- Analyze and resolve discrepancies; research and assist in resolving inquiries regarding policy status, billing and rating issues.



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- Stay abreast of changes in state, compliance and regulatory requirements.
- Conduct training as needed and maintain internal workflows and procedures
- Assist with special assignments as directed by Manager/Supervisor

Qualifications

- 3 - 5 years experience in all areas of responsibility as a Personal Lines CSR preferred
- Possession of current Property and Casualty Insurance License required.
- Exercises good business judgment and acts in a professional manner
- Demonstrates a sense of urgency
- Ability to multi-task
- Drives the attainment of personal and unit results through teamwork and a focus on meeting objectives
- Ability to communicate (written and verbal) with all levels within the organization
- Ability to communicate (written and verbal) with outside customers
- Experience using software including Windows, Microsoft Word, Powerpoint, Excel

Sompo International offers a competitive compensation and benefits package commensurate with experience. The minimum salary for this position: \$38,810. For consideration; please e-mail your resume along with your Minimum Salary Expectations as well as your Minimum Total Compensation Expectations to: dturney@sompo-us.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