



# SOMPO INTERNATIONAL

## **AVP, Claims Accounts Manager, GRS**

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 Global Risk Solutions is a global specialty provider of property and casualty insurance and reinsurance. Through its operating subsidiaries, Sompo Global Risk Solutions writes property, casualty, healthcare liability, agriculture, professional lines and surety and other specialty lines of insurance and property, catastrophe, casualty, aerospace and marine, and surety and other 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. At Sompo Global Risk Solutions, 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 Global Risk Solutions as a desirable place to work.

We are seeking an **Assistant Vice President, Claims Account Manager** who will be responsible for handling National and Multi-National Accounts. This position will participate in or directly manage the acquisition, maintenance and renewal of GRS's accounts. They will determine, develop and deliver agreed upon claims service to clients and brokers in a timely and professional manner furthering our industry leading "White Glove Service Model".

### **Responsibilities include:**

- Foster and manage relationships between the claims operation and clients, brokers and partners
- Develops sales proposals that present competitive advantages
- Participates in sales presentations to potential clients
- Responsible for timely execution of client service contracts and resolution of contract, billing and funding related issues
- Manages all aspects of client claim file review meetings
- Determine claims and reporting preferences, options and infrastructure to provide the most efficient delivery of service
- Establish, monitor and maintain data integrity, especially with claims coding
- Determine, establish and maintain electronic Claims Handling Instructions
- Monitor claims activity for existing clients for adherence to established protocols
- Work closely with management on the delivery of claims service to meet client expectations
- Effectively communicate with all internal/external customers.
- Analyze claims data and identify trends within a client's portfolio and collaborate with business partners on proactive solutions.
- Evaluate claims and provide settlement authority
- Travel is required



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**Desired Skills & Experience:**

- Experience in insurance claims. Must have experience handling and managing claim service delivery to large national accounts and should be familiar with Alternative Risk Transfer mechanisms and unbundled claim programs
- Knowledge or proficiency in all technical and service areas of Property, Casualty and, Workers' Compensation claims
- Demonstrated knowledge and skill in leadership, teamwork, collaboration, problem solving and communication
- Strong negotiation and presentation skills along with excellent written and verbal communication skills are required.
- Strategic, proactive and innovative skills to develop creative solutions and resolve problems to achieve desired business results
- Advanced relationship management skills with internal staff and external partners are required demonstrated ability to develop and deliver financial and statistical analysis to clients
- Effective communication with a wide spectrum of people both internally and externally
- Demonstrated competency in Microsoft Suite including; Excel, PowerPoint and Word

*Sompo International offers a competitive compensation and benefits package commensurate with experience.*

*Sompo International is an equal opportunity employer committed to a diverse workforce.*

*Visit our website at [www.sompo-intl.com](http://www.sompo-intl.com)*