

Claims Assistant

Sompo International Holdings Ltd. (Sompo International) is a global specialty provider of property and casualty insurance and reinsurance. Sompo International companies are wholly owned subsidiaries of Sompo Holdings, Inc., whose core business encompasses one of the largest properties and casualty insurance groups in the Japanese domestic market.

Through our operating subsidiaries, Sompo International underwrites agriculture, professional lines, property, aviation, marine and energy, financial and political risks and casualty and other specialty and catastrophe lines of insurance and reinsurance. Headquartered in Bermuda, we currently also have offices in the United States, the United Kingdom, Continental Europe, Latin America, the Middle East, and Asia.

Sompo International is a company driven by its core values, a carrier that holds promise, trust, and the commitment to protect at the center of everything we do. We recognize that our success is derived directly from those who matter most: our people. Our culture is defined by a commitment to integrity, teamwork, agility, execution, and excellence; 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 Claims Assistant to join our Claims team in our Cologne, Germany location. The Claims Assistant will be reporting to the Claims Manager.

Responsibilities include:

- Administrative support to claim handlers on European claims
- Day to day management / Data capturing and booking of claims incl. bordereau
- Document management / archiving in electronic claims file systems
- Management of recoveries, collaborations with recovery agents and booking of recoveries
- Clearing of unallocated cash and booking differences in cooperation with Credit Control
- Technical support and troubleshooting with regards to the company's systems
- Reporting of developments to the Line Manager
- Handling of ad hoc assignments as delegated by the Line Manager
- Liaising with external and internal stakeholders
- Maintaining effective working relationships with clients, brokers, reinsurers, fronting insurers, and recovery offices
- Assist in monitoring the claims team's performance

Desired Skills & Experience:

The candidate needs to:

- Experience in an administrative role, ideally experience as technical claims assistant in the local insurance market
- Excellent interpersonal skills with the ability to work with a team-oriented approach
- Good understanding of accounting / booking methods
- Ability to work independently and in a team environment
- Good communication skills in English and German, both verbally and in writing, ideally Japanese language skills
- Strong problem solving and decision-making abilities
- Very good organisational skills



- Proactive mindset
- PC literate with a thorough knowledge of standard MS applications
- Ability to work in a fast-paced, dynamic environment with changing priorities
- Willingness to acquire claims handling skills

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