



**SOMPO  
INTERNATIONAL**

### **Claims Manager Italy – AgriSompo**

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 **Claims Manager Italy – AgriSompo** for our **Italy office in Verona**. The Claims Manager is responsible for the overall management and direction of the Italian claims department and loss adjusting network. As a management team member, this role will be key to developing and executing strategic plans to meet AgriSompo's business objectives.

#### **Responsibilities include:**

- Manage a team of outsourced claims professionals by establishing clear performance metrics
- Implement strong policies and procedures designed to produce the desired results
- Ensure the continual professional development of claims professionals on the team by coordinating both internal and external training and development opportunities
- Develop and implement claim best practices for proper and consistent claim performance, compliance and achievement of business goals
- Establish clear reserving standards and ensure that those standards are continually met
- Identify issues and trends in the portfolio; take appropriate and/or corrective action where necessary; communicate trends to underwriters, actuaries and senior management team
- Identify claims with significant exposure and take a more active role coordinating a strategy for an appropriate resolution
- Coordinate with underwriting on current and proposed policy language and new markets to enter
- Cultivate a departmental culture that excels in communication and collaboration
- Drives the development, implementation and continuous planning, organizing and leading of all claim programs, metrics, processes, results and initiatives
- Develop and manage the reputation of AgriSompo's claims handling in the market
- Attend marketing, account renewal, and reinsurance meetings as appropriate in order to communicate our claims handling philosophy and leading position in this area



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### **Desired Skills and Experience:**

- Candidates with Agriculture experience strongly preferred (I believe this needs to be stronger, we need a candidate with a decent history of agriculture claims adjustment experience.)
- Fluent in Italian and English
- Bachelor's Degree required; advanced degree strongly preferred
- Minimum of 10 years of experience in Claims Department, with significant experience in progressive positions demonstrating technical, operations, and management skills in the claims area
- Experience in collaborating with an executive team
- Proven ability to improve organizational effectiveness as well as retain, hire, train and develop Claims professionals.
- Strong interpersonal skills, and ability to communicate and manage well at all levels of the organization essential.
- High level of integrity and dependability with a strong sense of urgency and results-orientation.

*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)*