



Claims Technician, Southern European Operations Hub, Continental Europe

Sompo is recruiting for a Claims Technician to provide support to the Continental European Claims function.
Location: Barcelona, Spain

The role will focus on supporting the Southern European claims teams but more specifically the Italian Claims team. As such, knowledge of the Italian language is a prerequisite.

Our business, your impact, our opportunity:

What you'll be doing:

- Responsible for the triaging of FNOL mailboxes
- Processing of claims in the Claims Administration System (experience with Guidewire ClaimCenter would be preferable)
- Maintaining Electronic Claims Files
- Processing Claim Payments and working closely with the Finance Team to ensure the timely payment and accurate accounting of claim payments
- Processing Claims Bordereaux, including Coinsurance Bordereau
- Helping to continually improve business processes and workflow efficiencies.
- Participating in ad hoc Claims Projects, including carrying out UAT for Claim system changes
- Supporting the Claims Operations and Claims Handling teams

What you'll bring:

- Desirable prior experience working in an insurance/reinsurance company.
- Strong problem solving and decision-making abilities.
- Effective communication, written and oral, with a wide spectrum of people both internally and externally
- Exceptional interpersonal skills with the ability to work with a team-oriented approach.
- Ability to work effectively in a fast-paced environment.
- Proactive mindset
- Strong time management.
- Ability to organize efficiently.
- Competent computer skills – must include Microsoft Excel, Microsoft Word, and Microsoft Outlook as a minimum.
- Languages English, Italian at a minimum.