

Operation Specialist/Lead

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 property 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.

Responsibilities include:

- Ensure proper practices of established operational procedures
- Monitor and revise operational procedures as needed
- Establish controls as per best practices or as required by compliance
- Publish reports as required by management / regulators
- Conduct training to new hires
- Maintain and deliver training programs for the team or business
- Develop business case justifications and present for approvals.
- Maintain regular communications with IT and business department managers and business process managers regarding pertinent IT activities.
- Adhere to business processes, departmental standards, style requirements and all other procedures necessary to meet the business objectives and quality deliveries.
- Manage external vendors if required
- Perform other duties as assigned

Desired Skills & Experience:

The candidate needs to have :

- 5+ years of operations experience in the Commercial insurance industry mainly on reinsurance preferred. Experience in operating Delegate Authorities channel is desired
- Strong experience with policy administration solutions and implementing BAU changes.
- Experienced with Agile SCRUM methodology or project delivery methodologies preferred
- Hands-on experience writing both High-level Business requirements and user stories is desired.

- Knowledge and experience leveraging both IT solutions and business process improvements.
- Experience operating and interfacing with business management, including negotiation and presentation skills.
- Proven track record of creating clear, concise deliverables that reflect a deep understanding of business needs and technical system needs.
- Excellent problem-solving and analytical skills.
- Excellent communication skills, both written and verbal. Understands communication channels and escalates appropriately.
- Experience in SQL and Power BI Reporting is an advantage.
- Strong initiative; able to self-manage. Comfortable with ambiguity and able to work through it to get the right things done.
- Must be able to see tasks through to completion without significant guidance.
- Personal time management skills and ability to meet individual and team deadlines.
- Experience using standard project and business tools including, Microsoft Project, Excel, PowerPoint, Project, SharePoint.
- Team player who works well with technical and business resources.

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