



## SOMPO INTERNATIONAL

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 an **Operations Collections Specialist in Mount Juliet, TN for the US Surety organization.** The Collections Specialist is responsible for collections of outstanding accounts receivable, resolving customer billing problems and reducing accounts receivable delinquency. This position will report to the Operations Supervisor - Collections. **It is imperative that candidates have an intermediate skill level in Microsoft Excel with an understanding of pivot tables .**

### **Essential Duties and Responsibilities**

- Review open accounts for collection efforts
- Make outbound collection contacts in a professional manner while keeping and improving customer relations
- Work closely with billing and underwriting to resolve client-billing problems
- Collect customer payments in accordance with payment due dates
- Identify issues attributing to account delinquency and discuss with management
- Review/monitor assigned accounts and all applicable collection reports
- Record all collection activity with appropriate notes and documentation
- Provide timely follow-up on payment arrangements
- Reconcile customer accounts as necessary
- Process refund and write off requests
- Process and distribute customer statements
- Perform responsibilities within the guidelines of documented processes and policies
- Other duties and responsibilities as assigned

### **Qualifications**

- Minimum 1 to 2 years corporate collections experience (insurance experience preferred)
- Strong communication, problem solving and analytical skills



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- Ability to work independently or with a team and adapt to a fast-changing environment
- Proficiency in Microsoft Office including Word and intermediate Excel skillset (pivot table)
- SAP experience preferred
- Must have attention to detail with an eye for accuracy
- Creative, self-disciplined and capable of identifying/completing critical tasks independently, with a sense of urgency
- Desire to reduce process inefficiencies while understanding the effectiveness on related processes
- Associates degree in a business-related field preferred

Sompo International offers a competitive compensation and benefits package commensurate with experience. For consideration; please e-mail your resume along with your Minimum Salary Expectations as well as your Minimum Total Compensation Expectations to: [bkohlmeier@sompo-intl.com](mailto:bkohlmeier@sompo-intl.com)

**Sompo International is an equal opportunity employer committed to a diverse workforce.  
M/F/D/V**

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