



Head of Claims Switzerland

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.

Sompo International is recruiting for a Head of Claims Switzerland. Reporting directly to the Country Manager Insurance Switzerland and the Head of Claims Continental Europe, the role will be responsible for developing and managing the Swiss Claims Department in an efficient, effective and scalable manner as the company grows in Switzerland. The successful applicant will be required to deliver a high level of customer satisfaction and claims experience through the implementation of direct and indirect business claim handling procedures and risk management processes.

Candidates should be able to provide insight and analysis on complex high profile/high exposure losses, manage metrics and reporting requirements and deliver agreed upon claim service to clients and brokers in a timely and professional manner.

The role requires exceptional interpersonal and communication skills as the candidate will be expected to liaise with customers and work closely with executives and senior management across the company. They will need to be able to demonstrate a strong track record of working within a technical claims environment and will be part of an innovative team with a diverse set of responsibilities as would be expected of someone in a senior role. This role will provide the candidate with an exciting opportunity to develop a market leading claims function.

Responsibilities:

- Working closely with the Head of Claims Continental Europe, the Country Manager Insurance Switzerland and Heads of Line of Business in Switzerland, the candidate would take a leading role in negotiating claims settlements and establishing adequate claims reserves.
- Ensuring adherence to the Corporate Governance standards, the Risk Management framework and all related risk analysis and investigation procedures flowing from this policy and the Insurance Claims Handling Manual.
- Monitoring service providers' KPIs and ensuring the smooth operation of outsourced claims handling.
- Participating as a senior leader in the wider global Sompo claims team.
- Mentoring and training more junior members of the team, managing the most senior ones.
- Working with the leads of each function to ensure the claims function forms a close symbiotic working relationship across the company.
- Providing colleagues with management information designed to continually improve quality of underwriting.
- Fostering and managing relationships with key clients and brokers.
- Managing relationships with service providers, including TPAs, outsource providers, panel lawyers and adjusters.

Desired Skills and Experience:

- Proficient knowledge of Swiss insurance market.
- Educated to degree level, legal qualification desirable.
- Experience of managing teams and claims handlers.
- High degree of technical claims expertise across multiple lines of business.
- Excellent written and verbal English.
- The ability to actively participate in tasks while also leading, taking responsibility and using own initiative.
- Spirit of entrepreneurship to build an efficient organization giving the best service to our customers
- Excellent organizational skills and attention to detail.
- Problem solving capabilities.
- Excellent interpersonal and written communication skills.
- Ability to work within a collaborative, team-oriented environment

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