

## **TPA Manager, Continental Europe**

Sompo has a unique opportunity for a **TPA Manager** responsible for the management and oversight of TPA arrangements.

The role will be responsible for Sompo's TPA relationships, providing oversight and management of delegated accounts, reporting into the Head of Claims Operations, Continental Europe. This position will participate in or directly manage the onboarding, maintenance and renewal of delegated accounts across all lines of business in Continental Europe ensuring our claim partners share Sompo's commitment to delivering positive, fair, and appropriate outcomes for our customers; efficient service, timely responses and fast payment of covered claims. The successful candidate will have involvement with due diligence, management, and oversight of our various suppliers.

**Location:** This position can be based out of a number of **Sompo's Continental Europe offices** (Barcelona, Madrid, Milan, Paris, Cologne, Luxemburg). We strive for collaboration which is why we offer a work environment where our employees thrive and develop long lasting careers.

### **Our business, your impact, our opportunity:**

#### **What you'll be doing:**

- Contributing to the definition of Sompo's strategy and rules of engagement in reference to Delegated Claims Administrators.
- Maintenance and execution of adequate governance and control measures in reference to TPAs.
- Onboarding of new TPAs, including negotiating fee arrangements, TPA contracts, etc. and effectively track and communicate status of the onboarding process to stakeholders.
- Timely execution of third-party service contracts and oversight of all contractual requirements, including Loss Fund management.
- Liaison with TPAs regarding reconciling data submission queries, audit outcomes, reporting requirements etc.
- Participating in regular TPA calls to monitor general TPA performance and arising issues.
- Review, analyse and interrogate TPA claims data and SLA/KPI management.
- Establish, monitor and maintain Delegated Claims data integrity.
- Production of relevant delegated claims Management Information.
- Working closely with other functions (Underwriters, Delegated Authorities Team, Legal, Compliance, IT, Finance, Claims Operations) to ensure adherence to internal processes and efficient management of TPAs.
- Identify opportunities to enhance performance and efficiency across delegated claims processing and participate in ad-hoc project work within the claims team.
- Communicate effectively with internal and external stakeholders, actively encourage teamwork within the claims department and the business units.
- Work closely with management on the delivery of claims service to meet client expectations.
- Review of Vendor performance to assist the claim department on identification of effective claim handling.

#### **What you'll bring:**

- Experience in insurance, esp. in corporate and commercial context (Marine, Property, Casualty, Financial Lines, A&H)
- Experience in delegated claims and vendor management.
- Decision making capabilities and dedication to high standards in TPA management.
- Demonstrated knowledge and skill in teamwork, collaboration, problem solving and communication.
- Record of successful conflict resolution.
- Strong negotiation and presentation skills along with excellent written and verbal communication skills.



- Proactive and innovative skills to develop creative solutions to resolve problems to achieve business results and streamlining processes and procedures.
- Able to translate business needs into efficient technology solutions.
- Advanced relationship management skills with internal staff and external partners
- Effective communication with a wide spectrum of people both internally and externally
- Strong computer skills (MS Word, Excel, Outlook and various in-house claims systems –Guidewire, ImageRight and BinderCloud is a plus).
- Ability to work independently.