



## Underwriting Assistant

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 an Underwriting Assistant to provide support to various business lines within our Underwriting team based in our **Cologne office**.

As an Underwriting Assistant, you will be required to provide processing and underwriting support to the business units (BUs). You will get the opportunity to work closely with Underwriters and wider Service team, including offshore teams, to ensure service activities are achieved within service delivery timeframes specified.

You also can act as an account representative by responding to service matters and coordinating with the appropriate business partner for resolution.

### **Your main responsibilities will involve:**

- Provide support to Underwriters in the areas of underwriting operations, procedures and policies.
- Build strong relationships with and provide prompt customer service to all internal and external customers
- Complete associated business processes such as Guidewire data entry, eDocument platforms (Image Right), Excel forms updates, sanctions checks and others
- Provide support to and conduct regular quality checks on tasks assigned to and completed by the offshore team
- Responsible for accurate issuance of policy documents including policy schedules, policy wording, endorsements, invoices and certificates of insurance to the broker or customer in collaboration with Policy Administration Team
- Establish process to effectively monitor work on hand and set priorities to complete tasks within turnaround time.
- Handle complex work items including investigation of issues and to apply problem solving skills which entails effective collaboration with other departments and colleagues where required to achieve win-win resolutions to identified issues.



- Serve as the liaison for underwriters and brokers in order to track, manage, and prioritize insurance applications and other services
- Ready to provide cross-training to fellow Underwriting Assistants for other BUs to reduce key man dependency as well as to receive cross-training by fellow

**Skills and Professional Experience:**

- Desirable prior experience working in an insurance/reinsurance company
- Desirable knowledge of commercial insurance products
- Desirable experience in underwriting support functions, data entry and policy administration
- Proficient in Microsoft Office
- Effective communication skills
- Good customer service skills
- Ability to develop and maintain effective working relationships internally and externally
- Ability to see work through to completion with minimal supervision
- Pro-active and “can-do” attitude
- Willingness to learn
- Team player
- Languages German and English, desirable Dutch or Flemish or French proficiency

*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](http://www.sompo-intl.com)*