



Multinational Issuing Office Specialist

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 recognise 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.

Role Summary:

The Multinational Issuing Office Specialist, EMEA Pacific plays a key role as a subject matter expert within the Multinational Business Unit to support the servicing, coordination and execution of Multinational accounts across Sompo's owned and non-owned EMEA network of Issuing Offices and Network Partners.

This role will work in partnership with local underwriting colleagues and Issuing Office staff across the region to deliver strong, compliant client service in EMEA, driving and maintaining a standardized global end to end (E2E) process, ensuring service standards are met, and successful client outcomes are achieved.

The role will be key in strong relationships with network partners and Sompo offices across the Region and globally.

Responsibilities include:

- Take responsibility for the day-to-day handling of accounts across multiple lines of business, ensuring accurate submissions are accepted, policies are issued, reinsurance transactions are processed, and premiums are remitted in a timely fashion
- Manage and resolve enquiries and escalations from local Brokers/Clients, other Sompo Offices, and underwriters (Producing & Issuing Offices), acting as a go-to subject matter expert



SOMPO INTERNATIONAL

- Support Sompo Multinational management in the development and performance management of Sompo's Multinational network across EMEA
- Ensure global Multinational E2E process, procedures and controls are adhered to
- Build and manage strong internal and external relationships with brokers and clients, networks partners, Sompo Issuing and Producing Office underwriters,
- Manage assigned accounts to achieve performance targets and deliver the best service

Desired Skills & Experience:

The candidate needs to:

- Minimum 5-7 years Commercial insurance background, with 3 years Multinational programme experience, preferably in client servicing roles gained in the EMEA region
- Strong client focus, experienced working with multinational clients & brokers
- Experience working with different carriers and brokers across the EMEA region
- Excellent organisational skills and ability to multitask and prioritise
- Strong communication and interpersonal skills
- Ability to work and adjust with people from different backgrounds, countries, and cultures
- Ability to work effectively under tight deadlines and handle multiple priorities on own initiative
- IT packages; MS Outlook, Excel and Word.
- CII Qualification desirable
- Foreign skills a plus