

Are you looking for your next opportunity?

Sompo has a unique opportunity for **Senior Claims Handler** in our Claims team in **Spain**.

Sompo underwrites property, aviation, marine and energy, professional liability, professional lines, financial and political risks, casualty and other specialty and catastrophe insurance and reinsurance.

Our Claims Team is searching for a **a Multidisciplinary Senior Claims Adjuster** that could be based in Madrid or Barcelona and would report directly to the Head of Claims in Spain. Candidates should be well versed in complex and large First Party claims (Property, A&H and Marine). Experience with handling Casualty and Cyber claims is also a plus. The successful candidate will also be able to build and develop strong relationships with customers, brokers, underwriters, and service providers in order to achieve economic results and offer a high-quality claims service.

Our business, your impact, our opportunity:

What you'll be doing:

- Determine proper policy coverages and applies best claims practices in accordance with company guidelines. Adheres to the highest standards of professional conduct while delivering a superior claims service.
- Open, adjust and close reserves in accordance with company practices designed to ensure adequate reserves. Recommends special reserves where necessary based on corporate reserving guidelines and adheres to granted authority procedures.
- Apply appropriate solution strategies and enters into appropriate negotiations to resolve claims.
- Engage, manage and control collaborations with outside surveyors and lawyers, as well as claims handling companies and TPAs.
- Maintain current knowledge of insurance industry procedures, local market conditions and applicable product/services, court decisions, current guidelines and policy changes that may impact the claims area.
- Submit severe claims reports, reinsurance reports and other information to claims management as needed.
- Align with underwriters to provide claims data and feedback regarding policy language y claims trends, when needed.
- Partner with SIU and subrogation to identify fraud and recovery opportunities.
- Deliver a positive customer service experience to all internal, external, current and prospective customers.
- Serve as a mentor to less experienced claims associates and assists with training/presentations as assigned by claims management.
- Liaise with partners, insureds, agents and clients on a national and international level.
- Support the Head of Claims with issuing the necessary claims protocols and processes to effectively service internal and external customers.

What you'll bring:

- University degree in law or economics, or other appropriately related field, and are an insurance specialist, or have other comparable qualifications.
- Ideally more than 5 years of experience with First Party and Casualty claims.
- Experience with Management of TPAs would be desirable.
- In-depth knowledge of national and international insurance markets, as well as a strong understanding of the applicable legal and regulatory framework.
- Strong commitment to high standards of service, ensuring careful and reliable claims handling, as well as strong organizational skills.
- Entrepreneurial mindset/enjoyment of driving change to optimize customer experiences.
- Negotiating experience and skills involving complex claims in a challenging environment



- Interest in personal development, challenges and working within a team in an international environment.
- High level of business English required; knowledge of additional languages would be advantageous.

Our Benefits

We continuously evaluate and update our benefit programs to ensure that our plans meet the needs of our employees and their dependents. Below are a few highlights of our inclusive benefit programs:

- Expansive Health & Wellness Benefits
- Generous Retirement & Savings Plans
- Global Parental Leave & Adoption Assistance

In today's world, what do we stand for?

We strive to create exceptional value for our clients and shareholders while maintaining Sampo as an attractive place to work. We foster an environment of ongoing, open dialogue between managers and their direct reports, and believe in an organizational environment where everyone belongs. We proudly are a multi-racial, multi-cultural, global enterprise. We reject all forms of racism, bigotry, prejudice and injustice and continue to invest in building out an inclusive and diverse work environment.

About Us

Expert Partners.

Clarity in complexity.

Unwavering commitment.

We're Sampo, a global provider of property, casualty, and specialty insurance and reinsurance. Building on Sampo Holdings' 130 years of innovation, we're committed to applying all of our experience to simplify yours.

Our dedication to you shows up in the care we put in every detail, working to create a frictionless risk management journey for everyone we serve.

We lead with your priorities, meticulously crafting solutions, sharing insights, and understanding your needs.

Around the world, our 9,000+ employees use their expertise to learn, improve and find clear answers for your complex challenges.

Because when you choose Sampo, you choose the ease of expertise.

To learn more about visit our website at www.sampo-intl.com