



## Multidisciplinary Senior Claims Handler

We are searching for a Multidisciplinary Senior Claims Adjuster. The candidate could be based in Madrid or Barcelona and would report directly to the Head of Claims in Spain. Candidates must be well versed in complex and large FL and Casualty claims and experience with handling property 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.

### Job Summary

- Handles to conclusion moderate to severe Commercial FL, Casualty and Property claims with little to no direction or oversight. Promotes and provides excellent customer service. Makes decisions within assigned authority, recommends settlement values within the context of moderate and sometimes large and complex claims. Adheres to high standards of professional conduct while providing delivery of superior claims service.

### Job Responsibilities:

- Determines 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.
- Opens, adjusts and closes 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.
- Applies appropriate solution strategies and enters into appropriate negotiations to resolve claims.
- Engages, manages and controls collaborations with outside surveyors and lawyers, as well as claims handling companies and TPAs.
- Maintains current knowledge of insurance and applicable product/services, court decisions, current guidelines and policy changes that may impact the claims area.
- Maintains current knowledge of local industry procedures and local market conditions.
- Submits severe claims reports, reinsurance reports and other information to claims management as needed.
- Aligns with underwriters to provide claims data and feedback regarding policy language and claims trends, when needed.
- Partners with SIU and subrogation to identify fraud and recovery opportunities.
- Delivers a positive customer service experience to all internal, external, current and prospective customers.
- Serves as a mentor to less experienced claims associates and assists with training/presentations as assigned by claims management.
- Liaises with partners, insureds, agents and clients on a national and international level.
- Supports the Head of Claims with issuing the necessary claims protocols and processes to effectively service internal and external customers.



**Profile:**

- 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 third party and property 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.
- High level of customer and service orientation.
- 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.

**About Us**

We're Sompo, a global provider of property, casualty, and specialty insurance and reinsurance. Building on Sompo 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 Sompo, you choose the ease of expertise.

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

We strive to create exceptional value for our clients and shareholders while maintaining Sompo 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, multicultural, 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.

Sompo International is an equal opportunity employer committed to a diverse workforce.

To learn more about visit our website at [www.sompo-intl.com](http://www.sompo-intl.com)