

Risk Control Client Services Specialist

Position Summary

We are seeking a **Risk Control Client Services Specialist** for our **Sompo International** team. This is a remote role with a preference for candidates in the western United States.

Sompo provides a client-centric service approach by offering comprehensive multi-line capabilities. Taking a holistic approach to risk management, the unit offers commercial property, primary casualty (general liability, commercial auto, workers' compensation), lead umbrella, and environmental coverages, as well as parametric natural catastrophe products to small, middle-market and large accounts across target industry verticals in the U.S., Mexico and Canada. Sompo also offers the same level of sophisticated services and coverages to Asian-interest accounts in the U.S. and Mexico.

This role is responsible for completing quality Risk Control Services evaluations of both property and casualty coverages for middle market risks. The person completes desk top reviews, surveys prospective accounts and provides service to existing clients and supports our middle market underwriting strategies.

Responsibilities

- Completes surveys of middle market risks
- Conducts research and data collection which helps to identify customer's source of risk, loss and costs.
- Compiles facts from on-site visits and various reports and databases to assess existing processes/practices, determine severity/frequency of problems, and identify needs.
- Assesses and benchmarks customers performance against internal and industry standards.
- Actively participates in acquiring new business by presenting proposals to potential insureds.
- Evaluates basic fire protection systems
- Provides outstanding service to clients
- Collaborate with the other technical specialists and the management staff to promote the very best quality of analysis and service
- Recommend the Sending out of Alerts to staff and clients on issues of timely importance including a recommended plan of action that has underwriting and marketing approval
- Promoting Sompo International's expertise in the marketplace by attending conferences and participating in industry organizations

Desired Skills & Experience

- A four-year college degree or equivalent
- Minimum 3 years-experience in insurance loss control
- ASP, ARM or other related certification
- Excellent oral and written communication skills
- Demonstrated leadership skills that include the ability to influence others without having a direct reporting relationship

- A self-starter who can initiate and complete a project with minimal supervision

Physical Requirements
<ul style="list-style-type: none"> • Ability to walk and stand for 2 or more hours • Ability to safely climb ladders and stand at elevated positions • Ability to safely lift 15 pounds from ground level to over head • Capable of working in warm and cold environments. • Ability to travel by air/vehicle • Valid Driver’s License

Sompo International – Core Competencies

Sompo International **Core Competencies** identify the observable behaviors that successful performers demonstrate on the job. Those behaviors are the results of various abilities, skills, knowledge, motivations, and traits an employee may possess. These include:

Collaboration	<ul style="list-style-type: none"> -Carefully considers customer interests and ensures that customer focus and service is high priority* -Goes the extra mile to ensure positive, collaborative and professional working relationships, gaining the trust and respect of others -Ensures professional and transparent communications at all times and via all channels of communication; face-to-face, email, etc. -Proactively seeks out feedback from others when considering solutions; effectively balances listening with talking -Takes time to learn from interactions with others -Effectively deals with conflict and facilitates the resolution of disputes -Strives to be prompt, simple and clear in our dealings and activities*
Agility	<ul style="list-style-type: none"> -Responds to change by flexibly adapting to new ideas and methods, without being constrained by historical ways of doing business* -Understands the necessity of change and reacts positively to such changes -Encourages self and others to maintain a flexible and entrepreneurial spirit that promotes new and creative ways to meet goals -Challenges the status quo by continuously reviewing processes and questioning practices in order to make improvements; anticipates and proactively prepares for the future needs of the role and organization -Learns quickly when facing new problems or challenges Seeks out information on own initiative and requests appropriate guidance and feedback from others when necessary
Accountability	<ul style="list-style-type: none"> -Thinks and acts with initiative* -Holds him or herself accountable for individual results and results of the team

	<ul style="list-style-type: none"> -Can be counted on to complete goals and tasks in a timely and high-quality manner with a commitment to exceeding expectations wherever possible --Pursues everything with energy and drive, not giving up in the face of resistance or setbacks Supports an environment of positivity, enthusiasm and transparency among team members -Able to make appropriate tough calls where necessary, even when dealing with incomplete information whilst maintaining an awareness of time constraints
Integrity	<ul style="list-style-type: none"> -Acts with integrity and professional ethics, complying with all applicable laws and regulations -Is seen as a trustworthy, direct and honest individual, treating everyone with dignity and respect -Admits mistakes and/or problems in an appropriate, timely and transparent manner regardless of personal impact/self-interest --Consistently adheres to the Core Values of the Company Is widely trusted by others Challenges unethical behavior in an appropriate manner Prioritizes ethical actions over competing goals and needs
Development	<ul style="list-style-type: none"> -Creates and supports a high performing culture to drive better results* -Continually acquires new knowledge and skills and shares learning with others -Acts as a “buddy”, coach and role model to new and existing colleagues focusing on ensuring positive and learning focused team environments -Is proactive in providing support, assistance and cover to other members of the team to ensure increased knowledge and support of the evolving business -Engages positively with the spirit and processes of the Company - Performance Management Process including focus on personal and team development -Utilizes and recognizes the value of the many different means of learning including experiential “on the job” activities, formal and structured learning environments, stretch goals and assignments and eLearning platforms