

# Job Title: Graduate Claims Management, Claims Specialist



**Graduate Claims Management, Claims Specialist  
Paris**

**Corporate Title: Associate**

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**Hiring Manager: Béatrice Andrade**

## **About the Programme**

We are looking for graduates with strong interpersonal skills, who are eager to learn and broaden their knowledge and expertise. You have a Bachelor, Master or PhD degree with up to 3 years professional experience – we invite you to apply to our [graduates@swissre](mailto:graduates@swissre) programme 2020.

The programme offers you the chance to join the dynamic, fast-moving world of a leading risk knowledge organisation. Over an 18-month period, you'll receive on-and-off-the-job training, including a job rotation that gives you the opportunity to work across different business units.

## **About the role**

In this most interesting role, based in Swiss Re's Paris office, we aim at jointly developing you into a fully proficient claims manager for the Belgian, Luxemburg and North-African markets for all lines of business in the Property and Casualty Division, i.e. Property,

Casualty and Engineering. Given that your mentor is based in Zurich, and given that you will be visiting clients on a regular basis, frequent travelling will be required.

**This multi-faceted and most interesting role mainly encompasses the following activities:**

- Analyse and assess high-profile claims from a quantum as well as liability standpoint, reviewing presentations from an original policy as well reinsurance angle. Drive the development of these claims as well as portfolios under responsibility.
- Process these claims in line with defined processes & guidelines (which involves working with IT systems). Guarantee adherence to these processes & guidelines.
- Develop representation in market bodies and expand network of industry contacts respectively, i.e. clients, attorneys, adjusters, surveyors. Promote SR's technical claims expertise and profile in the markets, specifically to Key Clients.
- Maintain and foster client relationships in markets under responsibility in line with the principles of right service for the right clients.
- Monitor and report on legal developments as well as other relevant changes in the markets under responsibility.
- Become an active member of the cross-functional market teams (XFT), supporting client marketers and market underwriters with your insights, actively shaping deliverables and market strategy.
- Look to assist in developing products and solutions for the insurance markets.
- Support financial transactions with clients and third parties.
- Plan and conduct claims reviews & audits, overseeing and/or assisting clients in any remedial actions to improve claims standards.
- Engage in special tasks and projects as required.

**About the team**

Whereas your role is based in Paris, your peer team members will be based in Paris (four colleagues) as well as Zurich (five colleagues), handling claims from the following markets and line of businesses: Spain, Portugal, France, BeNeLux and North-Africa, as well as Marine claims from the Middle East and Africa.

You will be integrated into a team of global claims handlers and will more specifically speaking interact with peers from all over Europe, mainly Zurich, Munich, Rome and London as well as occasionally Asian or North American colleagues.

Your Team as well as the European Team is truly diversified in terms of professional background and nationalities. Given that your mentor will be based in Zurich, frequent travelling will be required.

**About You**

- Successfully completed university degree, preferably in Law, Engineering or Actuarial Sciences.
- Strong interest in/motivation to learn about insurance/reinsurance with an interest to develop further into loss adjusting or insurance professional.
- Enhanced numeric literacy/analytical skills.
- Excellent oral and written English and French skills; additional language skills advantageous, in particular Dutch.

- Pronounced inter-personal and communication skills/emotional intelligence.
- High level of integrity.
- Self-driven entrepreneurial personality with an abundance of energy and a high level of frustration tolerance.
- Strong "Can-Do" attitude / high degree of self-initiative, results-oriented and innovative.
- Preparedness for travel, sensitivity to cultural differences.
- Approaches problems with curiosity and open-mindedness, is a fast learner.
- Team-player, willingness to contribute actively to the overall team spirit.
- Ability and enthusiasm to work in a global and multicultural environment, and to be mobile in terms of workplace or location.
- Mature & self-confident. Able to work with clients, business partners or senior colleagues.
- Capacity to readily adapt to a changing and dynamic environment.
- Proven expertise to work independently and proactively.
- Proficiency in MS Office applications (Excel, PowerPoint, Word).

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.