



NOW HIRING!

ALL LINES CLAIMS ADJUSTER

West Elgin Mutual Insurance Company (WEM) is a well-established Canadian mutual insurance company that prides itself on professional, friendly customer service provided by employees and agents who understand our policyholder needs and put our customers first. Our head office is located in Dutton, Ontario with local agents in Dutton and the surrounding communities of Shedden, Aylmer and Rodney.

Reporting to the Claims Manager, the Claims Adjuster is responsible for providing a consistently exceptional level of Customer Service by investigating and examining insurance claims and negotiating settlement of the claims to the satisfaction of all parties. The Claims Adjuster handles a variety of claims in several lines of insurance business including Auto, Property and Farm.

As an Adjuster, you will be responsible for demonstrating proficiency in conducting thorough investigations; determining coverage and validity of claims, interviews and communication with insureds, claimants and witnesses; inspect claim sites and negotiate settlements while ensuring compliant file quality. Adjusters review the policy wordings to confirm applicable coverage for the loss, as well as set adequate reserves while maintaining the proper level of privacy, discretion, tact and confidentiality at all times.

Qualifications

- Graduate of a community college program or equivalent
- Attained or working towards CIP/FCIP/CRM
- Strong industry knowledge gained through 3 to 5 years of related claims experience resulting in subject matter and technical expertise (preference will be given to experienced applicants).
- Experience handling claims, interviewing clients/witnesses and negotiating settlements
- A valid driver's license is required to travel daily in order to perform the necessary job functions

Characteristics of the successful candidate

- Must exhibit highly proficient time management and organizational skills with the ability to prioritize in a fast-paced, changing environment.
- Ability to make difficult decisions on complex issues in a timely manner
- Ability to work independently in high-pressure situations
- Remain professional and tactful when dealing with difficult and challenging situations
- Analytical, research and mathematical skills as well as solid verbal and written communication skills
- Basic understanding of building construction materials and techniques, agricultural buildings and equipment.
- Completing field inspection of losses including accurate scope of damages and photographs.
- Demonstrated ability to develop and maintain productive working relationships with peers, clients and industry professionals
- Proficient in a paperless environment.
- Proficient in MS Office Suite including Word, Excel and Outlook. Knowledge of Xerox DocuShare would be an asset.

Applications

Qualified candidates are invited to forward their resumes in confidence to Human Resource by 4:00 pm on Friday, February 15, 2019.

Please email your resume, in confidence, to the attention of Human Resources at careers@westelgin.com.

We thank all applicants for their interest in West Elgin Mutual Insurance Company, however only applicants selected for an interview will be contacted. Appropriate accommodations will be provided upon request throughout the hiring process as required under the Accessibility for Ontarians with Disabilities Act (AODA).

JOIN OUR TEAM TODAY!