

STRATFORD UNDERWRITING AGENCY

Job Title:	Claims Adjuster	Job Category:	Non-Management
Department/Group:	Claims	Job Code/ Req#:	
Location:	North Vancouver	Travel Required:	Travel May Be Required
Level/Salary Range:		Position Type:	Part-Time/Full-Time

Job Description

ROLE AND RESPONSIBILITIES

Reporting to the Claims Manager, this position will bring a technical background and will provide outstanding customer service throughout the claims process. You will thoroughly investigate the loss, evaluate policy coverage, negotiate, and settle the claim within company guidelines, and collaborate with the Underwriting team on claims files.

- Exceptional communication skills, strong ability to work with others in highly emotional situations;
- Ability to handle a high-volume workload and be flexible to changing business needs;
- Have respect, integrity, ethical behaviour and encourage an ownership mentality;
- Perform full cycle claims handling from first notice of loss to negotiation of settlement and final payment;
- Ability to handle losses that have may have coverage issues;
- Ability to determine/assess liability and have a working knowledge of the subrogation process, as well as recognize and follow up on subrogation where applicable;
- Works within the claims database ensuring accurate and detailed records including scanned documents are up to date;
- Coordinate with others (Underwriting, Operations, Independent Adjusters) during the claims process;
- Review policy wording and policy coverage to ensure settlements align;
- Detailed oriented with strong investigative and decision-making skills;
- Demonstrate organizational and time management skills, be able to work in a high-pressure environment;
- Strong analytical skills, logical thinking, sound judgement with the ability to solve complex problems;
- Analyze reports to determine nature of loss, liability, damage, coverage provided and limits within policy;
- Takes initiative to collaborate with others (Claims, Underwriting, Operations, Independent Adjusters) and is resourceful in getting the required information to settle the claim;
- Promptly refers files exceeding authority limit to management;
- Creates ad hoc reports as required or requested.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Minimum 3 years of experience adjusting auto claims;
- Post-secondary degree and/or a professional insurance designation preferred (i.e. FCIP, CIP, CRM, etc.);
- Minimum Level 2 General Agent or Level 2 Adjuster License through the Insurance Council of BC is required for this role. Equivalency of at least a CIP designation should qualify you for a Level 2 license;
- Proficient communication skills, both written and verbal;
- Strong computer skills, including Microsoft Office.

WHAT WE OFFER

- Competitive salaries with potential for an annual raise and bonus;
- Company-matched RRSP contributions;
- Paid vacation & personal needs day;
- Tuition assistance;

- Health care spending account & wellness program;
- Group health & dental coverage;
- Remote work options;

ADDITIONAL NOTES

- After hours claims support may be required.

Last Updated By:	Mario Rivadeneira	Date/Time:	September 29 th , 2020
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