

## Career Opportunity **Claims Team Lead**



Tired of the grind? Current employer expecting 4+ days a week 'In Office'? There are options. Here's a good one ...

If you are a seasoned insurance professional with strong leadership skills and a passion for claims excellence we would love to speak with you?

We're looking for a **Claims Team Lead** to guide a dedicated team, manage complex claims, and support ongoing improvement within our Claims function. This is an exciting opportunity for a driven and collaborative leader who thrives in a (not too) fast-paced environment and is ready to make a meaningful impact.

### **Who We Are**

Howick Mutual Insurance is an established and well-respected Ontario farm mutual, servicing Huron, Bruce, Grey, and surrounding counties for over 150 years. We are seeking a dynamic and forward-thinking individual to help lead our Claims Team.

### **Your Impact**

The Claims Team Lead is a new role and will be a vital part of our Claims Team - balancing technical expertise with people leadership. You'll guide a team of adjusters, manage complex claims, and foster a culture of accountability, inclusion, and continuous improvement. You'll also collaborate closely with brokers, independent adjusters, legal partners, reinsurers, and other stakeholders to ensure fair and timely claims resolution.



### **You'll Be Responsible For:**

- Leading and coaching a team of claims professionals, promoting accountability and continuous improvement
- Conducting regular team meetings, supporting training and development, and contributing to positive performance
- Collaborating on planning, budgeting, and resource allocation decisions
- Representing the organization at industry events and professional functions
- Managing the full claims lifecycle, including investigations, negotiations, and settlements
- Providing guidance on litigated and complex claims; attending mediations with counsel
- Overseeing internal and external file assignments to ensure quality and balance
- Undertaking reserve audits and ensuring compliance with reporting requirements
- Coordinating subrogation and resolving complaints with empathy and professionalism

### **Education & Experience**

- Post-secondary education in insurance, business, or a related field
- CIP or FCIP designation
- 5+ years of progressive claims experience, including complex and / or litigated files
- Previous leadership or mentorship experience is a strong asset
- Valid driver's license & insurability (local travel required)



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### **Skills That Set You Apart**

- Strong technical knowledge of property, liability, and auto claims
- Excellent communication, negotiation, and conflict resolution skills
- Proficiency in Microsoft Office; experience with P&C insurance software is an asset
- Attention to detail, organization, and decision-making abilities
- Understanding of claims reserving practices and industry regulations

### **You**

- Lead with integrity, empathy, and professionalism
- Think strategically while managing the details
- Build strong relationships and communicate clearly, yet tastefully
- Adapt to change and encourage innovation
- Are customer-focused and solution-oriented

### **We Offer**

- A highly competitive salary
- Defined contribution pension plan participation
- Comprehensive benefits and a generous vacation allocation
- Flexible, hybrid, collaborative work environment
- An affordable location near the shores of Lake Huron, complete with small town charm

### **Ready to Apply?**

If this sounds like it might be a good fit for you, we'd love to hear from you! Submit your resume and cover letter to Holly at [holly@engagehr.com](mailto:holly@engagehr.com) by September 19, 2025. We look forward to speaking with you!

*We thank you for your interest; however, only those selected for an interview will be contacted. We encourage applications from all qualified candidates and will accommodate applicants' needs under the Ontario Human Rights Code throughout all stages of the recruitment and selection process. We encourage candidates to make their accommodation needs known so we can provide equitable opportunities.*