



Join Our Growing Team!

Position: Property Claims Adjuster

Location: Tavistock, ON.

Company: South Easthope Mutual Insurance

Who We Are:

We're South Easthope Mutual Insurance, and for generations, we've been the friendly faces our community turns to for peace of mind and personalized insurance service. We're on the lookout for a detail-oriented and member-focused Property Claims Adjuster to join our team.

The Opportunity: Make a Real Difference!

As our Property Claims Adjuster, you'll be helping our member-owners during challenging times. You'll manage property claims from initial contact through to settlement, ensuring everything is handled fairly, empathetically, and efficiently. Your expertise in Property Claims Adjuster will shine as you help our members get back on their feet.

Why You'll Love Working With Us:

- **Community Connection & Purpose:** Loyalty to the communities we serve is ingrained in our culture. Here, you're not just an employee — you're an essential part of the community we're proud to support.
- **Supportive Team:** We genuinely value our employees! Expect a positive, supportive, and collaborative environment where work-life balance isn't just a buzzword.
- **Grow With Us:** We invest in YOU! Continuous learning, professional development, and opportunities to build a meaningful, stable career are all part of the package.
- **Mutual Benefits:** Experience the unique strengths of working for a mutual insurer where policyholders are members, and our focus is on member service, not just profits.

What You'll Be Doing (Your Impactful Day-to-Day):

- Oversee the full property claims lifecycle from initial report through emergency services, settlement, and closure.
- Determine claim legitimacy through thorough investigations, including site inspections, evidence, and statements.
- Interpret insurance policy wordings accurately to confirm applicable coverage based on policy terms.
- Establish and maintain adequate financial reserves for claims, ensuring adherence to company standards and accurate file records.



- Negotiate fair settlements with all parties within authority limits and promptly process payments.
- Liaise with and coordinate external experts like contractors and engineers to facilitate claim resolution.
- May examine files assigned to independent adjusters, ensuring company standards and policies are adhered to.
- Proactively identify and pursue liability, salvage, and subrogation opportunities to minimize claim costs.
- Perform administrative tasks such as filing and reporting to support efficient claims operations.
- Maintain clear, empathetic communication with policyholders, providing updates and addressing inquiries professionally.
- Ensure all claim handling adheres to regulations, best practices, and internal procedures.

What You Bring to the Table (Our Ideal Candidate Profile):

We're seeking someone who is detail-oriented, proactive, and a natural problem-solver, with a strong knack for critical analysis, excellent communication skills, a self-starting attitude, and a genuine desire to help others!

Education & Designations:

- Postsecondary education or equivalent practical work experience.
- Minimum 5 years of related experience in farming and Agriculture claims.
- Chartered Insurance Professional (CIP) designation, or you're well on your way to earning it (this is a strong asset!).

Essential Skills & Attributes:

- Tech-savvy with proficiency in Microsoft Office Suite and insurance software (familiarity with Titan is a bonus!).
- Excellent leadership, problem-solving, and decision-making abilities.
- Stellar communication and relationship-building skills, grounded in emotional intelligence and empathy.
- An analytical mindset that can see the big picture, optimize processes, and help our team hit its goals.
- Results-oriented with a proactive, forward-thinking approach.
- A resilient problem-solver, skilled at tackling challenges and finding creative solutions.
- Adaptable and thrives in a dynamic, ever-evolving environment.
- Genuinely people-focused, passionate about collaboration, mentoring, and fostering a high-performance team culture that serves our community.



**SOUTH
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MUTUAL INSURANCE

- A professional attitude, rock-solid work ethic, accountability, and a commitment to doing great work.
- Demonstrates integrity in every decision, consistently upholding ethical standards and best practices.

The Perks & Rewards (What We Offer):

- **Competitive Compensation Package:** We offer a solid base salary, comprehensive benefits, and a pension plan to help you build a secure future.
- **Growth & Development:** Access to ongoing training and real opportunities for career advancement.
- **Inclusive & Innovative Culture:** Join a workplace that champions teamwork, fresh ideas, and continuous learning.
- **Well-being Focus:** We care about our team! We're committed to your health and wellness and encourage active involvement in the communities we serve.

Ready to Make a Difference With Us?

We'd be thrilled to hear from you! Please send your resume to: hr@southeasthope.com.

Click or tap to enter a date.

South Easthope Mutual Insurance is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We thank all applicants for their interest; however, only those selected for an interview will be contacted.