



Claims Adjuster

BCM Insurance Company is a policyholder owned, growth oriented property and casualty insurer serving the Niagara Region since 1880. Through personalized, local service, we offer quality insurance products for home, farm, automobile and commercial through experienced insurance professionals and dedicated agents. As a Mutual we are focused on building relationships with our policyholders and building a team spirit within our organization. We are looking for the right candidate to join the BCM Team!

THE OPPORTUNITY

We are currently looking for a Claims Adjuster to join our team of talented professionals. Reporting to the Claims Manager, the Claims Adjuster will work collaboratively within the team to provide excellent customer service, handling, monitoring, and settling claims efficiently in a timely manner. This is a great opportunity to apply your strong interpersonal skills, attention to detail and analytical thinking in an engaging and meaningful way.

YOUR ROLE

- Receives and promptly responds to reports of claims, establishing electronic claim files and monitoring open claims. Communicate decisions to insureds, calculates and creates payments.
- Facilitates claim adjusting process via telephone for Auto and Property claims,
- Manages and maintains relationships with vendors, monitoring expenses and policyholder experience
- Work collaboratively with Claims Manager and colleagues, sharing knowledge
- Foster and build professional relationships
- Conduct oneself in a manner consistent with the organization's values, code of conduct and business ethics
- Handle sensitive and confidential matters with tact, discretion, and empathy
- Additional duties and responsibilities as may be assigned

WHAT YOU BRING

- Post secondary education in an insurance related program preferred
- CIP Designation or actively pursuing is an asset
- Minimum of 1 year work experience in adjusting claims
- Valid G Class driver's license and the ability to travel (occasionally)
- Strong written and verbal communication skills. Ability to build rapport and develop long-term professional relationships
- Ability to balance multiple projects while paying close attention to detail.
- Excellent analytical, organizational, and negotiating skills
- Service-oriented, high energy with demonstrated initiative

WHAT WE OFFER

Opportunity to enjoy the lifestyle of living in Niagara Region

- Affordability of housing, entertainment, and shopping
- Less time in traffic and more time to enjoy recreational, dining, festivals, and outdoor activities



- Communities which meet your needs from urban centers to small towns and hamlets

A Great Place to Work

- A permanent, full-time position with competitive salary
- Comprehensive benefits including paid sick and personal time, dental, health and vision benefits paid by BCM
- RRSP contribution matching
- On-site gym
- Company events and a great work culture

INTERESTED? WE WANT TO HEAR FROM YOU

This position has the opportunity to be conducted in a hybrid manner. If you are interested in joining our team, please submit your resume and cover letter detailing your qualifications and experience in confidence by email to careers@bcminsurance.com.

BCM Insurance Company welcomes applications from all individuals. If you require special accommodation during the application process, please let us know in your submission.

Please note, all new employees are required to be vaccinated and submit proof of vaccination as a condition of their offer of employment prior to their start date, subject to any valid human rights accommodations.

We thank all candidates for their applications. Only those to be interviewed will be contacted.