



Accident Benefits Claims Adjuster Intermediate or Senior

Full Time · Remote or Hybrid

KENT & ESSEX MUTUAL INSURANCE is a progressive, well-established property and casualty, mutual insurance company proudly located in Chatham-Kent providing insurance solutions through our trusted network of broker partners. We value our employee's career growth and ongoing professional development. We value our community and our business partners for over 130 years. We believe in doing what's right and feeling good about it. We are looking for applicants who are motivated to learn and those that understand what exceptional customer service is.

What You Will Do

As an Accident Benefits Adjuster, you will be helping people truly in need. You will be responsible for dealing with our customers and promptly identifying and meeting their needs, ensuring timely and thorough investigation. This includes identifying eligibility and/or entitlement, ensuring quick access to all available benefits to promote treatment and recovery, and helping the claimant return to their pre-accident status.

- Actively participate with claimants, physicians, treatment providers, employers, rehabilitation workers and other industry professionals.
- Investigate, evaluate, negotiate claims varying in complexity in accordance with the SABS legislation.
- Manage claims with tact and professionalism.
- Timely, accurate reserving in line with Company protocols and guidelines.
- Maintain control over expenses through pro-active handling techniques.
- Obtain approval from Team Lead, or Manager on claims above authority.
- Manage claims in litigation, participate in mediations, pre-trials, and settlement conferences when applicable.

What You Bring to This Role

- Minimum of 5+ years of Accident Benefit claims experience required.
- Post-secondary education or equivalent experience (Kinesiology or Health Sciences is preferred).
- Experience in developing, implementing, and monitoring case management plans.
- Knowledge of principles and practices of claims settlement, policy wording, and coverage issues.
- Strong knowledge of SABS legislation pre/post 2016.
- Intermediate skills required specifically re: computer use, MS Suite of products and fluent use of HCAI.
- Strong claim analysis skills with an advanced understanding of the claims reserve process.
- Strong organizational; decision making and problem-solving skillset.
- Effective communication skills, both written and verbal.

What We Offer

- Location – This position can be remote or hybrid.
- An incredible team of smart and supportive people.
- Comprehensive benefits, ongoing education, and a competitive compensation package.
- A supportive culture of spirit, fun and enthusiasm.
- A company that values diversity, our business partners, our community and the health and well-being of our team.

If you would like the opportunity to join our team and possess the qualifications listed above, please apply in confidence to Human Resources by applying here: [Careers - Apply Here](#). Applications will be accepted until 4:00 pm on May 3, 2024.

We thank all applicants for their interest and wish to advise that only those candidates selected for an interview will be contacted. We thank all applicants for their interest and wish to advise that only those candidates selected for an interview will be contacted. Appropriate accommodations will be provided upon request throughout the hiring process.