



With over 145 years of property & casualty insurance experience, **Heartland Mutual Insurance** strives to be the Best Farm Mutual. Heartland offers automobile, property and farm insurance to more than 50,000 people in Ontario. We are courageous. Our team is talented and dedicated, challenging the norm and striving to be better every day. People come first at Heartland. As a result, our focus is on relationships. It's all about delivering a genuine customer experience. We have a team of solution-oriented problem solvers providing expertise on our home, farm, commercial and auto products. We are currently recruiting for the role of:

Claims Assistant - Waterloo

What you will do...

- Receive new claim reports via telephone, email and fax and enter into the computer system.
- Manage phone enquiries from claimants, agents, brokers and vendors.
- Adjust windshield/auto glass claims.
- Provide timely processing of claims payments.
- Indexing and processing of mail and file documents in a paperless environment.
- Run reports as required, manage inboxes and various other administrative duties or special projects as assigned.
- Assign new claims to adjusters based on claim type and complexity periodically.

What you will bring...

- Proficiency in the use of Microsoft Word, Excel and policy management systems.
- Prior experience in customer service and office support roles.
- Post-secondary education in business administration, office management, or equivalent experience.
- Well defined organization skills, ability to multi-task and keen attention to detail are essential.
- Ability to handle high call volumes during peak periods.
- Ability to work in a time sensitive environment.
- Previous experience in an insurance agent's office, insurance brokerage or claims department is a definite asset.
- Successful completion of the Insurance Essentials certificate is preferred.

What we offer...

- A stable environment that truly values integrity, respect, professionalism, transparency, forward thinking, community & environment.
- Ongoing skills development with subsidies for tuition and professional accreditation.
- A defined Incentive Plan where commitment to excellence is financially rewarded.

If you have the qualifications we are seeking and would thrive in a work environment where you are valued and respected, please apply on the company website:

<https://can63.dayforcehcm.com/CandidatePortal/en-US/heartland/Posting/View/738>

Accommodations are available on request for candidates taking part in all aspects of the selection process. (Only qualified candidates please. No phone calls. No agencies.)

A Place Where YOU Can Make a Difference! Proudly Canadian. Mutually Owned.