



SENIOR AUTO CLAIMS ADJUSTER

Work Location: **Remote** (*with occasional days in office*) | Reports to: **Claims Manager** | Full or Part Time: **Full Time**

SCOPE:

The Senior Auto Claims Adjuster is responsible for providing exceptional customer service to our members and distribution partners. The successful candidate will be addressing the claimants' needs to ensure the company and coverage obligations are delivered in good faith. You will conduct in-depth investigations and analysis of complex and noncomplex auto claims for all types of auto losses. You will also ensure decisions are made that are consistent and comply with applicable company and industry regulations.

EDUCATION & EXPERIENCE:

- Two-year college program, CIP designations strongly preferred.
- Over 5 years of progressive experience.

WHAT WILL YOU BE UP TO?

- Investigating, evaluating and negotiating to settle auto claim by telephone and correspondence.
- Thoroughly and comprehensively, addressing coverage issues. Reviewing and analyzing various reports and documentation to draw conclusions.
- Negotiating with claimants for final settlement.
- Preparing and attending litigation proceedings and presenting information on behalf of Nova Mutual.
- Ensure accuracy and timeliness are met as well as maintaining a highly documented claim file.
- Detailed statements in person or over the phone.
- Remain current with applicable legislation and trends.
- Develop and facilitate educational opportunities.
- Coach and mentor colleagues within the claims department.
- Contribute to special projects.

Nova Mutual is an equal opportunity employer. Persons with disabilities requiring accommodation in the application process, or those requiring job postings in an alternate format, please advise via recruitment@novamutual.com.

APPLY TODAY

SENIOR AUTO CLAIMS ADJUSTER**CORE CAPABILITIES:**

- You're a self-starter with a passion for accuracy, problem-solving, and supporting your colleagues.
- You are an excellent communicator, expert negotiator, and possess an abundance of personal drive and integrity.
- You practice non-judgement towards others.
- You love a challenge and the satisfaction that comes from achieving goals through working with a high-performing team.
- You see opportunities where others see obstacles.
- You have exceptional written communication abilities to clearly convey messages and explore diverse points of view.
- You use critical and big-picture thinking skills to recognize assumptions, evaluate arguments, draw conclusions, and proactively propose solutions.
- You will have the ability to work independently and as part of a team to achieve objectives efficiently and effectively.

WHY NOVA?

As a Mutual insurance company, we place a high priority on our team members, and the communities in which they live, work, and play. We understand the importance of work-life balance and while most of our positions, including this one, are remote, we do schedule the occasional in-office time to connect, collaborate, and celebrate.

We encourage and empower our team to give back and get involved in their communities in ways that are meaningful to them. We offer a Community Engagement program which includes paid volunteer hours and a donation incentive.

Our culture is important to us, and we strive to have a team of mentors and those eager to learn and grow whose values are aligned with our own. We encourage our team to expand their knowledge and provide ongoing opportunities for growth.

BENEFITS & REWARDS:

- Education Reimbursement Program.
- Group Benefits Plan (Health and Dental).
- Registered Pension Plan.

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