



Located in Ontario and Nova Scotia, Heartland Mutual Insurance strives to be the Best Mutual. Our team of talented and dedicated professionals challenge the norm and strive to be extraordinary. It's all about fulfilling our promise with a personal approach. With our team, you'll bring this purpose to life every day by living our values, being open to change, and pursuing your career aspirations.

Heartland Mutual Insurance has an excellent opportunity in our Claims Department for a Casualty Claims Representative II.

### **Casualty Claims Representative II – Waterloo, Ontario**

#### **What you will do...**

- Manages a caseload of minor to moderate complexity tort claims, including investigation of coverage, liability and quantum.
- Possesses thorough understanding of liability policy coverages and insurance legislation relative to the management of tort claims.
- Display sound economic judgement to support all financial transactions.
- Maintain fully documented claims files. Record and store documents to support file activity, and document action plans to support the file direction.
- Develop strong customer, broker and vendor relationships through personal accountability.
- Co-ordinates any necessary field investigation through retention of field adjusters, reconstruction engineers, etc. under the guidance of the team leader or specialist.
- Engages in settlement negotiations and will often be required to attend settlement meetings, private mediations and/or pre-trials.
- Maintains a diary system to ensure completion of outstanding tasks remains on track.
- Updates reserving and manages payments in accordance with company guidelines.

#### **What you will bring...**

- Completion of Post-Secondary education or equivalent experience.
- 5 years experience in claims adjusting with experience in Casualty claims
- Possesses thorough understanding of liability policy coverages and insurance legislation relative to the management of tort claims.
- Has knowledge and understanding of traumatic injury, medical terminology and the evaluation of claims for both general and special damages.
- Strong knowledge of the civil litigation process across Canada including relevant insurance case law and precedents
- Strong communication skills written and oral.

#### **What we offer...**

In return, we'll give you countless opportunities to learn and grow. You'll be empowered to be your best self, do your best work, and make a meaningful impact. Here, you can help shape the future of insurance, win as a team, and grow with us.

At Heartland our benefits are great and include not only health and dental coverage, but also a generous pension plan. All staff members share in our company's success through our incentive plan. And with our hybrid work model, you get the best of both worlds – the ability to collaborate and connect with great colleagues and to enjoy the benefits of working from home.

Intrigued? We can't wait too here from you!

<https://can63.dayforcehcm.com/CandidatePortal/en-US/heartland/Posting/View/908>

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. Accommodations are available on request for candidates taking part in all aspects of the selection process.

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