



LAMBTON MUTUAL
INSURANCE COMPANY

Claims Administrator

Part of Our Community

For over 150 years, Lambton Mutual Insurance Company has been providing community-based insurance protection at a local level. Lambton Mutual is a policyholder owned, growth-oriented property and casualty Mutual Insurer located in Watford, Ontario. Through a dedicated network of professional agents and brokers, Lambton Mutual prides itself on delivering excellence by way of competitive products and personal service to meet the needs of homeowners, vehicle owners, farmers, and small business owners throughout Southwestern Ontario.

Opportunity

Reporting to the Claims Manager, the Claims Administrator is responsible for providing professional administrative support to the Claims Team. This role ensures smooth operations, accurate documentation, and efficient workflow within the department, allowing Claims Representatives to focus on claims processing and policyholder service. The Claims Administrator serves as a key support for internal teams, agents/brokers, and service providers, maintaining a high level of organization, accuracy, and customer service throughout all administrative processes.

How You Will Make a Difference

- Provide administrative support to the Claims Team, including setting up new claims, managing documentation, and drafting correspondence.
- Maintain and organize claims files, ensuring accuracy, completeness, and compliance with company policies.
- Assist with data entry, reporting, and preparation of departmental statistics.
- Support staff with claims system functionality and other administrative processes.
- Develop and maintain effective working relationships with internal departments, agents/brokers, and service providers.
- Perform other administrative duties as assigned.

What We're Looking For:

- Post-secondary education, preferably in a related field is an asset.
- Experience in an administrative support role, ideally within the insurance or claims industry.
- Proficiency with Microsoft Office applications, especially Word, Excel, and Outlook.
- Exceptional organizational and time management abilities.
- Detail-oriented with a high degree of accuracy.
- Excellent oral and written communication skills.
- Strong customer service orientation and professional demeanor.
- Ability to work independently while being an effective team player.

A Great Place to Work



Community-Oriented Workplace
Culture & Support to Grow
Professionally



Competitive Rewards Package including base salary plus performance-based compensation, pension, and employer paid extended health benefits with a Health Care Spending Account



Flexible Hybrid Work
Environment with 3-4 day per week in office

Base Salary Range: \$41,496 to \$63,840 (Salary for the candidate will be determined, taking into consideration several factors including experience, skills, qualifications, anticipated contribution to role, internal equity, etc.)

Vacancy Status: Permanent, Full-time

Use of AI: We use AI tools to assist in writing job postings. All applicant screening and hiring decisions are made by our team and based on candidate qualifications.

INTERESTED? Submit your resume and cover letter detailing your unique qualifications and experience to careers@lambtonmutual.com

Lambton Mutual is an inclusive employer. We encourage applications from all qualified candidates and will accommodate applicants' needs under the human rights codes throughout all stages of the recruitment and selection process. We encourage candidates to make their accommodation needs known so that we can provide equitable opportunities.