

# NOW HIRING!

## Full-Time Claims Representative

Trillium Mutual Insurance is an organization powered by great people who want to make a difference every day! What sets us apart from other organizations? Our corporate culture is professional and respectful, yet friendly. We offer a work environment that champions innovation and creativity, energy and passion. We are committed to providing a rewards package that includes competitive compensation, work/life balance, flexible work schedules, professional development opportunities, on-the-job training and the chance to make a difference working for a forward-thinking insurance industry leader in a niche market.

Currently, we are looking for a **Claims Representative**. Reporting to the Manager of Claims, as a vital member of the dynamic Claims Team, this position will be responsible for assessing and settling assigned claims in a fair and efficient manner.

### What Will You Be Doing?

- Adjustment of simple and complex residential, commercial and agricultural property and casualty claims.
- Evaluating claims by conducting thorough investigations; determining coverage and validity of claims, interviewing and communicating with insured, claimants and witnesses; scene investigations.
- Quantification of claims by documenting scope of damages, extent of injury and associated expenses.
- Maintaining accurate records based on company standards and procedures
- Conduct field investigations as required for exposure and within account guidelines parameters
- Identify liability exposures, recommend investigation required for exposure, and prepare & execute action plans.
- Assess exposures, recommending and maintaining proper reserves
- Accurately and efficiently manage the all file payments, within specified timelines
- Preparing reports and negotiating settlements.
- Effectively identify and pursue subrogation.
- Effectively communicate with insured members and broker partners throughout the claims process
- Provide consistently high level of service to insureds and brokers
- Keep current on industry trends, relevant legislation, and best practices



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## Who You Are:

- CIP or FCIP designation or willing to pursue.
- Experience in residential, commercial and agricultural property and casualty insurance.
- Experience adjusting complex fire and environmental claims, including large loss.
- Knowledge of agri-business and commercial operations is an asset.
- Self-starter. Detail oriented, well organized and decisive professional with strong analytical and negotiation skills.
- An innovative thinker.
- An agile professional excelling in a fast-paced environment.
- Responsive to urgency.
- Exceptional oral and written communication skills and excellent interpersonal skills.
- Proficient with various MS office applications.
- Sound morals, ethics and confidentiality with the ability to develop trusting and effective working relationships.
- Consistently a role model with professional behavior, positive and passionate attitude.
- Ability to work well independently with minimal supervision, or as part of a team.
- Valid Ontario Driver's License and access to transportation.

As this is a position has the ability to work remotely from a home office, high-speed internet with reliable connectivity would be required.

If you are a high performer who delivers more than what is expected, provides excellent service by understanding customer needs, enthusiastically supports change, shares your expertise, takes responsibility for your own development, who actively seeks new challenges and has a desire to learn and grow, then we want to hear from you!

Trillium Mutual commits to maintaining and promoting a culture that is inclusive and welcoming to all peoples. A workforce that is diverse, and that improves its understanding of various cultures, backgrounds and experiences, is in a better position to serve its members.

We invite interested applicants to submit their resume to [hr@trilliummutual.com](mailto:hr@trilliummutual.com). Applicants are thanked for their interest in this position, however, only applicants selected for an interview will be contacted. Trillium is committed to providing accommodations and achieving a barrier free workplace for individuals with disabilities. Should you require an accommodation in order to participate in our recruitment process, we will support you by taking into account your individual needs.

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To learn more about Trillium Mutual visit us at our website

[www.trilliummutual.com](http://www.trilliummutual.com)



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