



## We are looking for an **ACCIDENT BENEFITS ADJUSTER**

As the oldest Ontario farm mutual insurance company, we have proudly served our community for over 160 years. We're growing and progressing while sticking to our humble roots of always putting policyholders first. We're investing in modern technology and innovative solutions to provide superior service. It's definitely an exciting time to be a part of our company!

### **POSITION SUMMARY**

The successful candidate will be responsible for investigating, evaluating, reserving, negotiating and resolving the accident benefit losses of our company. You will provide quality claim handling and customer service on losses while engaging in indemnity and expense management. Promptly manage AB claims by completing essential functions including contact, investigation, damages development, litigation management and disposition. This position will report directly to our Claims Manager.

### **RESPONSIBILITIES**

- Maintain fully documented claims files.
- Manage a caseload of moderate to serious cases in accordance with the SABS.
- Monitor and maintain reserve adequacy.
- Ensure the daily claims procedures and best practices conform to legal, regulatory and privacy obligations.
- Deal with claimants and legal representatives in a professional and courteous manner.

### **QUALIFICATIONS**

- Experience in and knowledge of accident benefit claims handling is required.
- Minimum of five years experience.
- Analytical problem solving skills with strong attention to detail.
- Excellent communication skills.
- Exceptional time management and ability to work within deadlines.
- Maintain confidential information.
- Microsoft Office Suite (Word, Outlook, Excel, etc.).
- Ability to learn new software quickly.

**Please forward your resume with salary expectations as soon as possible, in confidence to:**

**[shelley@dumfriesmutual.com](mailto:shelley@dumfriesmutual.com)**

*We thank all applicants for their interest, but only candidates selected for an interview will be contacted.*