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## *Claims A/B Adjuster Intermediate/Senior Level*

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### Who we are

Halwell Dumfries Mutual is a policyholder owned, financially secure, community-based Property & Casualty insurer; one of a group of Mutual companies forming a strong partnership across the province. We have been insuring the property assets of rural and urban policyholders in Guelph and surrounding area through a dedicated network of independent brokers for more than 160 years, with a Gross Written Premium base of over \$60 million.

### What we offer

- Freedom and autonomy to work on new and interesting things
- The opportunity to make an impact on a well-established and fast-growing organization
- A flexible, fun and supportive culture that's a certified Great Place to Work™ and was named a Best Workplace™ for Financial Services & Insurance 2024
- Meaningful work in an organization that maintains a strong link to community
- Competitive compensation package for all permanent staff, including salary, benefits & pension, Annual Incentive Plan, learning & development opportunities, and generous paid time off



### The position LEVEL 1 2 3 4 5

The Intermediate/Senior Claims AB Adjuster, under the direction of the AB Technical Team Leader, will be responsible for independently managing and resolving Accident Benefit claims. This role involves conducting thorough investigations of coverage, liability, and damage aspects of claims, ensuring proper resolution. The Claims AB Adjuster will also collaborate on solutions for intricate and complex cases with others on the AB Technical Team. This position requires proactive monitoring of incoming claims, addressing customer inquiries and concerns, and ensuring all documentation meets insurance claims requirements and legislation. The incumbent will interact with claimants, witnesses, and internal stakeholders, consult company and procedural records, and meticulously document damage to assess the extent of the company's liability. The incumbent must have a strong familiarity with computers and software, and be comfortable using various databases and computer programs, as well as the ability to offer excellent customer service while working in a fast-paced, team environment.

### What you have

- Exceptional interpersonal skills and a strong customer service orientation
- Proven time management and organizational skills with an appropriate sense of urgency
- Excellent critical thinking, problem-solving, and communication skills
- Strong judgement, negotiation and decision-making skills



- Ability to work independently as well as part of a distributed team
- High level of integrity and excellent work ethic; takes full accountability for own work
- Proficiency in Microsoft Office365 (Outlook, Teams, Word), database management, web-based applications
- Ability to adapt swiftly to new technology
- Detail-oriented, able to detect and correct errors efficiently
- Post-secondary degree or equivalent (Business or Insurance program preferred)
- CIP or progress towards same considered an asset
- A minimum of 2 and up to 10 years relevant experience (preference given to experience in P&C insurance industry)

### What we are looking for

We are looking for an eager self-starter that can provide high caliber support on a full-time basis at an intermediate or senior level. As a hybrid workplace you will split your time between your home and our office in either Guelph or Sheffield. If you thrive in a supportive team environment and are seeking meaningful employment with an organization that truly values its staff **apply today!**

### How to apply

Apply online at <https://halwelldumfries.applytojobs.ca/>. The successful applicant will be subject to applicable background screening, including professional references and criminal background check. We thank all applicants for their interest, however; only those selected for screening will be contacted.

### Accessibility Statement

*Halwell Dumfries Mutual is an Equal Opportunity Employer that is committed to inclusive, barrier-free recruitment and selection processes in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA). If contacted for an employment opportunity, please advise Human Resources if you require accommodation for testing, interview, or employment purposes.*