

---

## *Junior Claims Adjuster*

---

### 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 and strives to “make it better”
- 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 Junior Claims Adjuster, under the direction of the Director of Claim Services, will primarily be responsible for providing support to the Claims Team in the processing of new auto and property claims. They may perform basic investigations of coverage, liability, and damage aspects of auto claims for proper resolution, or refer them to more senior Adjusters based on the level of complexity. This position will monitor incoming claims and address any customer questions, concerns, or issues as they arise and will ensure appropriate documentation is received to meet insurance claims requirements. This role will also correspond with claimants and witnesses; consult company and procedural records; and document damage to determine 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

- Demonstrated time management and organizational skills with an appropriate sense of urgency
- Good critical thinking and communication skills
- Exercise good judgement, possess solid 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 certificate or equivalent (Business or Insurance program preferred)
- CIP or progress towards same considered an asset
- Up to 2 years' relevant experience (preference given to experience in P&C insurance industry)
- Applicants with higher levels of experience appropriate for a more senior position (as determined by the Company) will be considered

### What we are looking for

We are looking for an eager self-starter that can provide high caliber support on a full-time. As a hybrid workplace you will split your time between your home and our office in Guelph. 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.

### Our Values

#### **Put People First.**

Every interaction counts as we keep care at the center of what we do.

#### **Make it Better.**

Embracing change, we seek out new ways to evolve, adapt, and iterate – striving for simplicity.

#### **Grow by Leading the Way.**

We are curious, bringing a fresh mindset to new possibilities.

#### **Community at our Core.**

We make a lasting impact where we live and work so our members know we're there.

#### **Always Connected.**

We are inspired to come together, celebrate our success, and enjoy every moment.

### 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.*

CUELPH OFFICE  
535 Hanlon Creek Blvd., Guelph, ON N1C 0A1  
T 519.836.2860 / 1.800.267.5706

SHEFFIELD OFFICE  
1310 Old Hwy 8, Sheffield, ON L0R 1X0  
T 519.621.4660 / 1.800.265.3573

[hdmutual.com](http://hdmutual.com)