



## Claims Adjuster - Auto Physical Damage Join Our Team Today!

**KENT & ESSEX MUTUAL INSURANCE** is a progressive and stable mutual insurance company proudly located in Chatham-Kent providing insurance solutions through our trusted network of broker partners. We value our employee's career growth and ongoing professional development. We value our community and our business partners and have for over 130 years. We believe in doing what's right and feeling good about it. We are looking for applicants who are motivated to learn and those that understand what exceptional customer service is.

### RESPONSIBILITIES

As Physical Damage Adjuster, you will be responsible for dealing with our customers and promptly identifying and meeting their needs while ensuring a timely and thorough investigation.

- Full investigation, evaluation, analysis, negotiation, and settlement of automobile and third-party property damage claims
- Conduct claim investigations, including coordinating, consulting, negotiating, and collaborating with appraisers, body shops, third party claimants, adjusters, and vendors
- Evaluate liability, salvage and subrogation exposure and potential
- Review and analyze losses to ensure files meet the guideline criteria and determine proper kind of loss
- Maintain adequate reserves based on exposure and authority level
- Manage claims with tact, professionalism, and respect to all parties
- Timely, accurate reserving in line with Company protocols and guidelines
- Maintain control over expenses through pro-active handling techniques

### What You Bring to This Role

- Post-secondary education or equivalent experience
- 2+ years prior claims handling experience coupled with 2-3 years customer service experience
- Excellent communication skills both written and oral
- Excellent organizational skills
- Superior customer service and interpersonal skills
- Dedicated to delivering an exceptional customer experience
- Effective communication and negotiation skills
- Strong knowledge of computers, MS Office programs and the ability to learn new software with ease

### What We Offer

- Remote or Hybrid (mix of in-office/remote) depending on your location
- An incredible team of collaborative and supportive people
- Comprehensive benefits, ongoing education, and a competitive compensation package
- A culture of spirit, fun and enthusiasm
- A company that values diversity, our business partners, our community and the health and well-being of our team

### APPLY TODAY

Please apply in confidence to Human Resources by email to [hr@kemutual.com](mailto:hr@kemutual.com) before July 8, 2022. We thank all applicants for their interest and wish to advise that only those candidates selected for an interview will be contacted.

*We are an equal opportunity employer and are committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). Kent & Essex Mutual will provide accommodations to job applicants with disabilities throughout the recruitment process. If you require an accommodation, please notify us and we will work with you to meet your needs.*