



**Ayr Farmers
Mutual**
Insurance Company

Claims Representative (12-Month Contract)

About Ayr Farmers Mutual

Ayr Farmers Mutual is a financially strong, Policyholder owned and progressive property and casualty mutual insurer with written premiums of over \$50 million annually. We offer farm, residential, commercial, marine, and automobile protection, and coverage through a dedicated network of Agents and Brokers. We service the Southwestern Ontario region, and are located in close proximity to Kitchener, Waterloo and Cambridge.

Since 1893, the knowledgeable and caring team members of Ayr Farmers Mutual have been providing products and services that provide protection and peace of mind for our Policyholders and the community. What makes us different is our commitment to providing outstanding, personalized customer service. We continually strive to put our Policyholders and our communities first, and to ensure that every individual we serve is treated with fairness and respect.

The Company provides training, education, work life balance, wellness opportunities, community contributions and a fun and friendly working environment.

Ayr Farmers Mutual is proud of our culture. We live by our core values and genuinely care for one another and our Policyholders. We celebrate our successes and have a supportive work environment that encourages everyone to be their best.

Claims Representative (12-Month Contract)

Our Claims Representatives take pride in providing exceptional support to our Policyholders when they need us most, after a loss. They are experts in handling property, auto, liability, and bodily injury claims efficiently, fairly, and compassionately.

The successful candidate will be dedicated to outstanding customer service, demonstrating responsiveness and dependability. They will have a passion for delivering an exceptional Policyholder experience and value building meaningful relationships with our Policyholders, communities, and team members. They will be responsible for handling auto physical damage claims, with some involvement in property damage and liability losses. Occasionally, they may attend loss locations for specific claims, which includes supporting various lines of business and types of losses.



Responsibilities:

- Administer auto physical damage claims and assist with personal, commercial, and farm property and liability claims.
- Potential for some field work.
- Provide exceptional customer service to our Policyholders throughout the claims process.
- Investigate and settle claims in a timely manner.
- Collaborate closely with various stakeholders, both internally and externally, to ensure accurate and timely communication.
- Be an active participant in maintaining the Company's desired culture by living our values.

Skills and Experience:

- Post-secondary education in a business-related program is preferred.
- 1-3 years of claims adjusting experience preferred; however, we are willing to train a candidate with transferable skills.
- Empathetic with a strong commitment to providing exceptional customer service.
- Self-motivated with a strong work ethic and the ability to work independently.
- Effective organizational skills and the ability to manage multiple tasks.
- Collaborative team player with a high level of communication skills. This position requires working closely with many areas of the organization.
- Exceptional verbal and written communication skills.
- Strong attention to detail and time management.
- Thrives in a fast-paced environment that requires balancing competing priorities.

Why Choose Ayr Farmers Mutual?

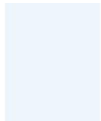
- The opportunity to work with a reputable company that cares about our People, our Policyholders, and the Communities we serve.
- We offer a supportive learning environment.
- We invest in your growth and celebrate your achievements.
- We offer a hybrid working environment.
- Dress for your workday flexibility.



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Accommodation at Ayr Farmers Mutual Insurance Company

We are committed to a selection process and work environment that is inclusive and barrier free. Human Resources will work with the applicant and the selection committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.



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**EMPLOYER
PARTNER**

**Proud partners with the Canadian
Centre for Diversity and Inclusion**

To learn more about Ayr Farmers Mutual, visit our website at <https://www.ayrmutual.com/>

INTERESTED IN APPLYING?

Please send your resume to: careers@ayrmutual.com