



Career Opportunity – Claims Manager

Full-time, Permanent Position (Wingham, ON)

Howick Mutual Insurance is an established and well respected Ontario farm mutual, who has been providing insurance to the residents of Huron, Bruce, Grey and surrounding counties for over 140 years. We are seeking a dynamic and results oriented team player to join our Management team.

Reporting to the President & CEO, the Claims Manager will be responsible for the overall day to day operations of the Claims department.

Key Responsibilities:

- Provide ongoing leadership and support; including training, coaching, managing performance development and attendance management of a team of claims adjusters
- Motivate and inspire an effective team to promote teamwork and positive employee relations
- Lead organizational effectiveness and implement/direct changes
- Actively participate and provide management reports at Staff, Management, Board meetings and Strategic Planning activities
- Oversee all claims activities including but not limited to; providing technical expertise and support to adjusters, provide settlement opinions, monitor company claims activity, manage on-call schedule
- Manage, adjust and settle a claim file caseload and participate in on-call schedule
- Ensure compliance with all regulatory requirements
- Research and review policy wordings and case law
- Work with third party adjusters, contractors, engineers and lawyers, as required
- Maintain confidentiality at all times
- Consistently demonstrate professional behavior and a positive attitude
- Participate in professional development and training

Qualifications:

- CIP or FCIP designation
- Minimum of 5 years Senior Claims experience
- Demonstrated leadership skills
- Open minded and “big picture” thinker
- Strong technical knowledge of property, liability and auto insurance products
- Solid understanding of claims reserving practices
- Ability to develop effective working relationships
- Ability to multi-task and adhere to strict deadlines
- Strong attention to detail and accuracy
- Excellent oral and written communication skills
- Excellent customer service skills
- Demonstrated negotiation, problem solving and conflict resolution skills

- Strong decision making and analytical skills
- Working knowledge of Microsoft Office; Outlook, Word, Power Point, Excel
- Knowledge of the Mutual Insurance Industry considered an asset
- Valid Driver's Licence

We are offering a competitive salary and benefits program in a flexible, people oriented working environment.

If you are interested in this exciting career opportunity, please send your resume to hr@howickmutual.com no later than Friday, May 17, 2019.

We thank you for your interest; however only those selected for an interview will be contacted. Accommodations are available on request for candidates taking part in the selection process.