



With over 140 years of experience, **Heartland Farm Mutual** strives to be the preferred agribusiness and rural insurance specialist. We are courageous. Our team is talented and dedicated, challenging the norm and striving to be better every day. People come first at Heartland. As a result, our focus is on relationships. It's all about delivering a genuine customer experience. We have a team of solution-oriented problem solvers providing expertise on our home, farm, commercial and auto products. We are currently recruiting for the role of:

Senior Admin Assistant – Claims- Waterloo

Application deadline: Thursday May 23, 2019

What you will do....

You will provide administrative support to the Vice-President of Claims and may also provide administrative support to the broader Claims department or teams. Additionally, the Senior Admin Assistant independently manages a variety of accountabilities which includes, claims data, reports and documents. You will be asked to take on a 'hands on' interest in Claims operations while being equally effective compiling stats for month end claims reports – adjuster pending, open and closed count, legal and independent adjusting expenditures, and other claims reports that may be required.

Responsibilities include:

- Coordinate communications, including taking calls, responding to emails, interfacing with brokers and customers. Prepare documents and presentations for internal and external use.
- Review of reserve activity on new claims to ensure case reserves have been set.
- Monitor changes to incurred levels on open files, to identify reinsurance financial triggers.
- Track service survey responses, and compile stats by adjuster as well as department wide.
- Track budgeted claims expenses.
- Monitor AB Loss Transfer files to ensure periodic recovery requests are made and assist adjusters with compiling invoice documentation, notification to adjusting staff for Large Loss Notice forms, co-ordination of agenda and scheduling of quarterly Large Loss meetings.
- Set up of form letters for 'mail merge' functionality within Conversense.
- Backup for the claims support unit for new claims setup, claims enquiry calls, and daily cheque review process.
- Maintain ownership of a pending of auto files, once all adjusting aspects have been settled, in order to monitor/finalize disposition of auto salvage.
- Maintain the auto & property salvage logs to ensure receipt of funds for all auctioned vehicles and provide tracking of salvage-related expenses.
- Provide superior service to claims staff. Support our customer experience value proposition by providing prompt and courteous service to our brokers/agents on claims-related issues.
- Special projects and other duties as required.

What you will bring:

Ideally, you will have 3-5 years of experience in a similar role and you are ready to take on a new challenge. In addition to experience you have post-secondary education; claims knowledge would be a definite asset. You are a self-starter and effective communicator with excellent written and analytical skills. You thrive in a fast paced environment where priorities change quickly and can expertly handle multiple tasks with a high level of accuracy. You have advanced Microsoft Office skills, adept in technology with the ability to learn new software and programs.

What we offer:

- A company that truly values integrity, respect, professionalism, transparency, forward thinking, community and environment.
- Ongoing skills development with subsidies for tuition and professional accreditation.
- A defined Incentive Plan where commitment to excellence is financially rewarded.

If you have the qualifications we are seeking and would thrive in a work environment where you are valued and respected, please apply on the company website: www.heartlandfarmmutual.com. Accommodations are available on request for candidates taking part in all aspects of the selection process. (Only qualified candidates please. No phone calls. No agencies.) **A Place Where YOU Can Make a Difference! Proudly Canadian. Mutually Owned.**