



With over 145 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:

### **AB Claims Assistant- Waterloo**

#### **What you will do...**

- Setup new AB claims.
- Mail-out AB application packages.
- Maintain assignment records.
- Indexing and processing of mail and file documents in a paperless environment.
- Maintain mediation and arbitration logs.
- Ordering medical records. Co-ordination of activities for medical assessments.
- Payment processing.
- Handle telephone enquiries.
- Provide general administrative support to the AB unit as required.

#### **What you will bring...**

- Prior experience in an insurance brokerage or claims department is a firm prerequisite.
- Prior office administration experience required.
- Post-secondary education or equivalent.
- Ability to work well in a team environment, and excellent interpersonal skills.
- Proficiency in the use of Microsoft Word and Excel.
- Superior organizational skills and keen attention to detail are essential.
- Ability to multi-task in a fast paced environment.
- Knowledge of paperless mail management system would be an asset.
- Previous experience as an Ontario AB adjuster, as AB admin support or experience handling AB files is a definite asset.

#### **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:

<https://canr56.dayforcehcm.com/CandidatePortal/en-US/heartland/Posting/View/220>

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.***