



THE MUTUAL FIRE INSURANCE COMPANY OF BRITISH COLUMBIA

DEPARTMENT: CLAIMS
POSITION TITLE: CLAIMS EXAMINER
REPORTS TO: VICE PRESIDENT CLAIMS

ABOUT US

The Mutual Fire Insurance Company of British Columbia is looking for a Claims Examiner to join our team.

Founded in 1902, Mutual Fire Insurance was the first mutual insurance company headquartered in British Columbia. Today, we provide solutions for farm, commercial, and home insurance from British Columbia to Ontario. We continuously deliver a high standard of partner service through a wide broker network and personalized claims service to members and policyholders.

THE OPPORTUNITY

The claims examiner role is a permanent full-time position.

Responsibilities

- Investigate, evaluate, and settle claims promptly and efficiently
- Apply your technical knowledge
- Resolve claims handled directly by you
- Resolve claims utilizing external independent adjusting partners
- Approach all claims with a high service-oriented handling
- Maintain concise file documentation
- Responsible for overall portfolio management of assigned claims files
- Develop overall strategy and action plans to bring claims to timely conclusions
- Report claim progression on a regular basis
- Ensure that claims settlements are made according to company practices
- Present cases and participate in discussions
- Meet company service standards in a prompt and efficient manner within corporate timeframes
- Provide support to team members
- Provide as needed additional support to other departments

Here's what you bring

- 5 plus years related experience and training in Property claims handling
- 2 plus years related experience and training in Liability claims handling
- CIP designation or in latter stage of completion
- Analytical outlook with exceptional problem-solving ability
- Positive solution-oriented attitude
- Team oriented and willing to participate in team discussions
- Keen interest in furthering personal and professional skills and knowledge
- Interpersonal skills with the ability to stay focused and maintain confidentiality
- High level of customer service with excellent oral and written communication skills
- Strong team player with excellent time management skills
- Possess a functional and developing knowledge of the legal statutes and procedures



THE MUTUAL FIRE
INSURANCE COMPANY
OF BRITISH COLUMBIA

What we offer:

- Competitive salary
- Comprehensive employee benefit package
- Work-life balance
- Continuing education opportunities

Please send your resume in confidence to careers@mutualfirebc.com

We thank all applicants for their interest, however only candidates under consideration will be contacted.