

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

ABOUT US

The Mutual Fire Insurance Company of British Columbia is growing and is seeking a Claims Examiner to join our team.

Founded in 1902, Mutual Fire Insurance was the first mutual insurance company headquartered in British Columbia. Today, the company provides solutions for farm, commercial, and home insurance needs from British Columbia to Ontario. Mutual Fire Insurance is committed to making people a priority by creating membership initiatives, investing in technology, and supporting community projects.

Mutual Fire Insurance's subsidiary, Four Points Insurance provides innovative insurance solutions for small to medium-sized businesses in suburban and rural areas. Four Points Insurance was formed in 2022 to support small businesses through the many adjustments they must face now, and in the future. Built with a passion for customer service and risk management, Four Points Insurance offers business owners a suite of commercial packages insurance options.

In late 2021, Mutual Fire Insurance created two employee driven committees, an ESG Committee and a Purpose Committee. Today these committees are creating the framework and policy for Mutual Fire Insurance to work towards sustainability within our communities, while also ensuring environmental, social, and governance mandates are accomplished.

THE OPPORTUNITY

The Lead Claims Examiner role is a permanent full-time position.

Responsibilities:

- Responsible for overall portfolio management of assigned claims files
- Investigate, evaluate, and settle claims promptly and efficiently including coverage interpretation, evaluation, reserve adjustments, payments written and verbal communication, establishing expert requirements and meeting internal reporting requirements
- Develop overall strategy and action plans to bring claims to timely conclusion
- Supervise and coordinate daily activities of direct reports
- Provide mentorship and coaching to direct reports
- Conduct periodic review of claims files and coach team to strive for continuous improvement
- Encourage an inspired team environment with an open communication culture
- Identify potential training needs and assist with training and coaching
- 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
- Report claim progression on a regular basis
- Ensure that claims settlements are made according to company practices
- Present claim cases and participate in round table discussions, often leading the discussion
- Meet company service standards in a prompt and efficient manner within corporate timeframes
- Provide support to team members and VP Claims as needed
- Provide additional support to other departments as needed
- Assist with risk management oversight and reporting as required
- Complete annual performance goal expectations

Here's what you bring:

- 7 plus years related experience and training in Property claims handling
- 3 plus years related experience and training in Liability claims handling
- CIP designation or in latter stage of completion
- Excellent knowledge of policy wordings for all lines of business
- Large loss and complex loss experience
- Possess a functional and developing knowledge of the legal statutes and procedures
- Experience providing leadership to team members
- 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

What we offer:

- Competitive salary
- Comprehensive employee benefit package
- Flexible work environment, opportunity to work remotely with limited office attendance
- Diverse mix of staff and demonstrated work/life balance
- Career growth opportunities and continuing education programs

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.