

Claims Representative – Accident Benefits

Ayr Farmers Mutual Insurance Company has an opportunity for a Claims Representative to join our team of insurance professionals.

About Ayr Farmers Mutual

Ayr Farmers Mutual is a financially strong, Policyholder owned and progressive property and casualty mutual insurer with written premiums of over \$46 million annually. We offer farm, residential, commercial, marine and automobile protection and coverage through a dedicated network of Agents and Brokers. We service the Southwestern Ontario region, and are located in close proximity to Kitchener, Waterloo and Cambridge.

Since 1893, the knowledgeable and caring team members of Ayr Farmers Mutual have been providing products and services that provide protection and peace of mind for our Policyholders and the community. What makes us different is our commitment to providing outstanding, personalized customer service. We continually strive to put our Policyholders and our communities first, and to ensure that every individual we serve is treated with fairness and respect.

The Company provides training, education, work life balance, wellness opportunities, community contributions and a fun and friendly working environment.

About the role

Our Claims Representatives take pride in their care for our Policyholders when they need us most, after a loss. They are experts in handling property, auto, liability, and bodily injury claims in a fast, fair, and caring manner.

The successful candidate will pride themselves on customer service, be responsive and dependable. They have a passion for creating an outstanding Policyholder experience and value building strong relationships with our Policyholders, communities, and team members. They will be responsible for handling *accident benefit claims*, with some exposure to auto, farm, property, and liability losses. Attending loss locations on specific claims, or while on-call (which involves supporting all lines of businesses and types of losses) is a possibility.

Responsibilities:

- Administer accident benefit claims.
- Assist as needed with personal, commercial, farm, property, and liability claims.
- Field work is required when meeting with our Policyholders.
- Provide exceptional customer service to our Policyholders throughout the claims process.
- Investigate and settle claims in a timely fashion.
- Work closely with a variety of stakeholders both internally and externally to ensure accurate and timely communication of information.
- Be an active participant in maintaining the Company's desired culture by living our values.

Skills and Experience:

- Post-secondary education in a business-related program, is strongly preferred.
- 5 or more years of previous claims insurance experience required.
- 3-5 years of Accident Benefits Claims adjusting experience strongly preferred.
- Obtained or willing to work towards the Certified Insurance Professional designation.
- Experience with claims that have gone before the Licence Appeal Tribunal
- Strong understanding of the Statutory Accident Benefits Schedule.
- Empathetic and willingness to provide exceptional customer service.
- Self-motivated with a strong work ethic.
- Effective organizational and time management skills.
- Demonstrate teamwork with a high level of collaboration and communication. This position will work closely with many areas of the organization.
- Exceptional verbal and written communication skills.
- Strong attention to detail.
- Thrive in a fast-paced working environment, that requires attention to competing priorities.

*We currently offer a hybrid working environment

Accommodation at Ayr Farmers Mutual Insurance Company

We are committed to a selection process and work environment that is inclusive and barrier free. Human Resources will work with the applicant and the selection committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.

To learn more about Ayr Farmers Mutual, visit our website at <https://www.ayrmutual.com/>

INTERESTED IN APPLYING?

Please send your resume and cover letter to: careers@ayrmutual.com