



Middlesex Mutual Insurance Co. is a policyholder owned Mutual Insurance Company located in Ilderton, Ontario with over \$10M in annual written premiums. We have been proudly serving the general insurance needs of Middlesex and area communities for more than 140 years. We offer a full line of insurance products including • Farm • Residential • Commercial • Automobile

Middlesex Mutual Insurance Co. is currently looking to fill the position of **Claims Adjuster**.

Position Summary

We are seeking a motivated claims professional with exceptional customer service skills. Candidates should be experienced or have a willingness to learn all lines of adjusting. The individual in this role will report to the Claims Manager and will be responsible for adjusting, examining and field work, as required, for handling of a variety of claims.

Key Position Requirements:

- Investigate and Examine Accident Benefit and Property insurance claims
- Investigate and Examine Liability claims and Automobile Physical Damage claims, when required
- Conduct investigations, determine coverage and validity of claims, interview and communicate with insured, claimants and witnesses; inspect claim sites and negotiate settlements
- Consult with industry professionals to obtain expert opinions and reports
- Promptly process claims payments
- Maintain accurate and well documented claims files
- Mitigate further loss exposures
- Effectively and accurately interpret insurance contracts and wordings

Qualifications:

- 1 – 2 years claims handling experience preferred
- Possess or actively working towards a CIP designation
- A strong work ethic, organizational skills and the ability to work within a team environment
- Ability to excel under pressure
- Strong communication (written and verbal), decision making and negotiation skills
- Strong analytical, research and mathematical skills
- Proficient computer skills, ideally familiar with the IBS Mutual software system
- Must possess a valid driver's license

We Offer:

- An established environment that values the importance of fairness, integrity, and understanding
- An education re-payment program that supports ongoing skills development
- A competitive pension and benefit plan
- A company where your efforts make a difference!

Salary commensurate with education and experience.

If you have the requirements and qualifications we are seeking, please submit your resume and cover letter to Brett Borden, Claims Manager at bborden@middlesexmutual.on.ca by Friday June 22nd, 2018.

We thank you for your interest. Please note, only those selected for an interview will be contacted.

Accommodations are available for applicants with disabilities throughout the recruitment process. If you require accommodations for interviews or other meetings, please contact Christina Gummerson at cgummerson@middlesexmutual.on.ca or phone 519-666-0075.

The key position requirements and qualifications above are intended to describe the general nature of work to be performed by the successful applicant. They are not to be interpreted as an exhaustive list of all responsibilities, duties, and skills required, and the successful applicant may be required to perform additional duties from time to time, as needed.