



Accident Benefits Claims Representative

Location: Ilderton or Seaforth, Ontario | **Department:** Claims | **Contract type:** Permanent, Full-Time

Have you heard the exciting news that Middlesex Mutual and McKillop Mutual are amalgamating January 1st, 2024 to become MutualONE Insurance Company!

MutualONE will have Agents and Independent Insurance Brokers, with business throughout Southwestern Ontario, serviced from office locations in Ilderton ON and Seaforth ON. This is an exciting time for our organizations and an opportunity to join our team at the start of something great!

About the Role

Are you looking for your next opportunity in the insurance industry? Middlesex Mutual Insurance Co. is looking for an Accident Benefits Claims Representative to join our team. Reporting to the Claims Manager, you will be accountable for investigating, evaluating and settling routine and moderately complex automobile accident benefits claims.

This role will require occasional travel to assist claimants with claim form completion, secure signed statements, explain benefits and claims process. A vehicle, valid Driver's Licence and insurance are required.

Desired Competencies

To join our team, you will ideally:

- Possess post-secondary education in a related field or equivalent experience
- Have a CIP designation or willing to embark on the CIP program
- Have a minimum 3 to 5 years of Accident Benefits claims handling experience
- Have a strong ability to evaluate, analyze, negotiate and settle accident benefit claims
- Be an empathetic, supportive communicator who listens and responds to customer's needs
- Be well organized with a high attention to detail and enjoy doing things in a systematic way
- Be action/results oriented, with ability to take initiative
- Have a proven ability to contribute to and work well within a team environment
- Have proficient computer skills and the aptitude to learn computer applications as required

Responsibilities

- Investigate, evaluate and settle accident benefit claims in accordance with legislation and company protocols
- Maintain accurate, well-documented claims files on an electronic claims system
- Effectively and accurately interpret policy coverages and wordings
- Determine the most effective course of action for each claim
- Respond to claimant correspondence and accident benefit forms in accordance with the applicable legislation
- Provide a high level of customer service to all stakeholders
- Collaborate with industry partners
- Other duties as assigned

What we offer

We are an equal opportunity employer offering:

- A flexible hybrid work environment
- A rewarding career and comprehensive compensation & benefits package
- Training, education and career advancement opportunities
- A work environment that is fun and friendly and supports a healthy work-life balance

At Middlesex Mutual, your efforts will always make a difference!

Interested? We want to hear from you!

Those interested in this opportunity can forward a resume and cover letter to: hr@middlesexmutual.on.ca by 5:00 pm September 29, 2023. Interviews will be conducted in early October 2023 with an expected start date at mid-October, to early-November 2023.

We thank all applicants for their interest, however, only those considered for an interview will be contacted.

Accommodations are available on request for candidates taking part in all aspects of the selection process.