



## Claims Manager

**HOWARD MUTUAL INSURANCE COMPANY** is excited to add to our dynamic team. We are currently looking to fill the role of Claims Manager. This position is well suited to an individual that has extensive insurance knowledge, hands-on experience and is looking for a career in a thriving and supportive workplace.

**HOWARD MUTUAL INSURANCE COMPANY** is a well-established local mutual insurance company with locations in Ridgetown and Blenheim, Ontario, offering a rewarding and team focused environment. We pride ourselves on giving back to our community, providing exemplary service to our customers, and offering our employees opportunities for ongoing training and development. We provide a competitive compensation program which includes a comprehensive benefit and pension package.

The Claims Manager will be responsible for the overall management and the day-to-day operations of the Claims Department. The selected candidate will ensure reliable services are delivered to policyholders in a competent manner through the administration, adjustment, and settlement of all claims in accordance with department policies and standards.

This position will establish and monitor claims reserve adequacy on all files and maintain anti-fraud controls. The Claims Manager will also create departmental performance standards and expectations and perform internal audits that ensure a high quality and quantity of service delivery to all external and internal business customers.

The selected candidate will also ensure team members receive initial and ongoing training, including recommending attendance at meetings, training etc., and review selected work performed by team members in training to provide feedback.

### Requirements:

- Minimum ten years of related experience
- Minimum five years of supervisory/managerial experience
- Chartered Insurance Professional (CIP) designation, or completion of most CIP courses an asset
- Postsecondary education in a relevant discipline (e.g., business administration, finance, and/or insurance related, etc.) preferred
- Understanding of the mutual insurance system and its philosophy, including reinsurance treaties/practices preferred
- Sound understanding of financial analysis
- Sufficient amount of knowledge/skills involving computers and information technology to recognize the importance and necessary software/hardware requirements and service needs of the department
- Proficient in Microsoft Office programs (Office 365, Word, Excel, PowerPoint)
- Valid driver's license and own transportation



If you feel this is the job for you, please apply in confidence to [HR@howardmutual.com](mailto:HR@howardmutual.com). Preference will be given to applicants with insurance experience. This position will be temporarily remote while under social distancing mandates.

We thank all applicants for their interest, however, only those considered for an interview will be contacted. Appropriate accommodations will be provided upon request throughout the recruitment and employment process, as required under the *Accessibility for Ontarians with Disabilities Act (AODA)*.

For more information about Howard Mutual Insurance, please visit our website or follow us on Facebook, Twitter, or LinkedIn

[www.howardmutual.com](http://www.howardmutual.com)

