



North Waterloo

Farmers Mutual Insurance Company

As the leader in customer-focused service in the rural Canadian property & casualty insurance industry, we are a dynamic and motivated organization that is proud to fulfill the needs of our customers in an environment that emphasizes personal and professional growth. We are currently seeking a highly motivated, detailed oriented individual for the position of:

Claims Assistant

Position Responsibilities

- Receive new claim reports via telephone, email and fax and enter into computer system
- Assign new claims to staff adjusters based on claim type and complexity
- Perform daily update of Claims Intake Log in Excel
- Manage phone enquiries from claimants, brokers and vendors
- Adjust windshield/auto glass claims
- Provide timely processing of claims payments
- Screen claims cheques for authority and signature
- Review and deliver daily claims department mail

Position Requirements

- Proficiency in the use of Microsoft Word and Excel
- Post secondary education
- Office administration experience
- Knowledge of IBS system would be an asset
- Previous experience in the insurance industry preferred
- Enrolled or willing to enroll in Insurance Institute courses
- Ability to work in a fast-paced and sometimes stressful environment

Our ideal candidate will be a customer-focused individual who communicates effectively, works cooperatively and demonstrates respect in a team environment. As an honest, self-directed, efficient individual you are open to new ideas and dedicated to achieving goals.

If you have the qualifications we are seeking, submit your resume and cover letter to:

Manager, Human Resources
North Waterloo Farmers Mutual Insurance Company
100 Erb St. E., Waterloo, ON N2J 1L9
Fax: (519) 746-0222, e-mail hr@nwfm.com
www.nwfm.com

Thank you for submitting your resume. Only those selected for an interview will be contacted.