



## Town & Country Mutual Insurance

79 Caradoc Street N, Strathroy, ON N7G 2M5

Tel: 519-246-1132 Toll Free: 1-888-868-5064

[www.town-country-ins.ca](http://www.town-country-ins.ca)

*Stability. Security. Close to home.*

### **Claims Representative**

Town & Country is a member owned Mutual insurer, offering a range of auto, farm, residential and commercial products through our agent and broker partners. Our grass roots approach has enabled us to build a strong level of commitment to our local communities. Our work environment is one of collaboration and inclusion, with genuine personal service.

We are seeking a motivated, career-minded individual to join our claims department as an auto physical damage adjuster.

### **Position Summary**

In this telephone adjusting role, you will be responsible for providing efficient and prompt investigation, evaluation, negotiation and settlement of automobile physical damage losses in accordance with the company's guidelines and best practices.

### **Key Accountabilities**

- Provide support and guidance to our policyholders by helping them through their claims experience and looking after their needs
- Gather and interpret information needed to confirm coverage and quantum of loss
- Proactively manage all aspects of the claims process, maintaining positive working relationships with our members and business partners
- Review and interpret police reports, vehicle appraisals, repair invoices and other documents to bring claims to resolution
- Maintain updated electronic detailed notes
- Administer claims payments and settlements

### **Qualifications**

- Time management skills with the ability to prioritize workload and meet deadlines
- Proven verbal and written communication skills, interpersonal and negotiation abilities and organizational skills
- Able to demonstrate patience, understanding and empathy for our members
- Post secondary education, CIP designation or willingness to enroll

Interested applicants should apply to: [rpearson@town-country-ins.ca](mailto:rpearson@town-country-ins.ca)

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