

DEPARTMENT: CLAIMS
POSITION TITLE: CLAIMS COORDINATOR
REPORTS TO: VICE PRESIDENT CLAIMS

ABOUT US

The Mutual Fire Insurance Company of British Columbia is looking for a Claims Coordinator to join our team.

Founded in 1902, Mutual Fire Insurance was the first mutual insurance company headquartered in British Columbia. Today, the company provides solutions for farm, commercial, and home insurance needs from British Columbia to Ontario. Mutual Fire Insurance is committed to making people a priority by creating membership initiatives, investing in technology, and supporting community projects.

Mutual Fire Insurance's subsidiary, Four Points Insurance provides innovative insurance solutions for small to medium-sized businesses in suburban and rural areas. Four Points Insurance was formed in 2022 to support small businesses through the many adjustments they must face now, and in the future. Built with a passion for customer service and risk management, Four Points Insurance offers business owners a suite of commercial packages insurance options.

In late 2021, Mutual Fire Insurance created two employee driven committees, an ESG Committee and a Purpose Committee. Today these committees are creating the framework and policy for Mutual Fire Insurance to work towards sustainability within our communities, while also ensuring environmental, social, and governance mandates are accomplished.

THE OPPORTUNITY

The Claim Coordinator's role is a permanent full-time position.

Responsibilities

- Perform administrative aspects of the claims department
- Issue payments including electronic payments
- Complete spatial key and CAIT-IQ reporting when required
- Complete monthly claims bordereau requirements
- Complete claim reports and surveys as required
- Maintain adjuster and vendor lists
- Provide notification regarding large losses and co-ordinate large loss reviews
- Maintain concise file documentation through SharePoint, ISI, and other claims systems
- Meet company service standards in a prompt and efficient manner within corporate timeframes
- Provide support to VP Claims, fellow coordinator, examiners, field adjuster and other departments as directed
- Other duties as required

Here's what you bring

- High School Diploma
- 3-5 years administrative experience
- 2 plus years related experience in the insurance industry
- Expert knowledge of MS Office, specifically Excel
- Analytical outlook, detail oriented and exceptional problem-solving ability
- Positive solution-oriented attitude
- High level of customer service with excellent oral and written communication skills

- Team oriented and willing to participate in team discussions
- Keen interest in furthering personal and professional skills and knowledge
- Interpersonal skills with the ability to stay focused and maintain confidentiality
- Strong team player with excellent time management skills
- Thrives in a busy and demanding environment
- Ability to switch easily between tasks

What we offer

- Competitive salary
- Comprehensive employee benefit package
- Flexible work environment, opportunity to work remotely with limited office attendance
- Work-life balance
- Continuing education opportunities

Please send your resume in confidence to careers@mutualfirebc.com

We thank all applicants for their interest, however only candidates under consideration will be contacted.