
Claims/Underwriting Assistant

The Available Positions

The **Claims Assistant** is an entry-level role reporting to the Claims Team Leader. The role is responsible for assisting the claims team to manage Auto & Property damage losses, run statistical reports for the department and correct errors, document management and other administrative tasks contributing to the smooth operation of the department. This role acts as the critical primary contact for incoming Auto PD claims and is responsible for their handling from start to finish, but will also assist more senior adjusters with payments, work with external vendors, and other duties as required.

The **Underwriting Assistant** is an entry-level role reporting to the Underwriting Team Leader. The responsibilities for the role include but are not limited to: administrative support, maintaining the electronic ticketing system, triage of new business submissions, data processing, and coordinating Loss Prevention activities. This position applies their laser attention to detail to ensure that appropriate documentation is completed according to company underwriting guidelines for a particular line of business, effectively collaborates with the underwriting team as well as offers the highest quality service to our broker partners, in a hybrid environment of digital and in-person work.

What you have

- Exceptional interpersonal skills and a customer service orientation
- Demonstrated time management and organization skills with an appropriate sense of urgency
- Strong written and verbal communication
- Exercise good judgement, possess solid negotiation and decision-making skills
- Ability to work independently as well as part of a distributed team
- High level of integrity and excellent work ethic; takes full accountability for own work
- Proficiency in Microsoft Office programs, database management, web-based applications, email
- Ability to adapt swiftly to new technology
- Post-secondary certificate or equivalent (Business or Insurance program preferred)
- CIP or progress towards same considered an asset
- Up to 2 years' relevant experience (preference given to those with claims experience within the P&C insurance industry)

What we are looking for

We are looking for an eager self-starter that can provide high caliber support to either our Underwriting or Claims team on a full-time basis, both remotely and occasionally out of our office in Guelph. We welcome applications from students or recent graduates with the above knowledge, skills and abilities required to be successful in the available roles. If you are a purpose-driven change-maker seeking meaningful employment in a supportive environment where you will be encouraged to bring your best self to work every day, apply today!

How to apply

Apply online at <https://halwell.humi.ca/job-board> no later than April 14, 2021. **You will be asked to select your preference for working in Claims or Underwriting upon applying.** We thank all applicants for their interest, however only those selected for screening will be contacted.

Who we are

Halwell is a policyholder owned, financially secure, community-based Property & Casualty insurer; one of a group of Mutual companies forming a strong partnership across the province. We have been insuring the property assets of rural and urban policyholders in Guelph and surrounding area for over 160 years, with a Gross Written Premium base of over \$30 million.

Our Values

Take Initiative.

When you face challenges and see that work needs to be done, do something, say something, try something.

Respect.

Acknowledge and respect that we are all individuals on the same team.

Be Courageous.

Speak up, it's OK to disagree and ask questions. Identify opportunities to grow, even if it's uncomfortable.

Iterate.

Plan, try, learn, repeat. Take calculated risks, do your homework first, and reflect on your experience to learn and grow.

Make an Impact. We all want to make a difference. You have something amazing to offer the world, and we want to see our team do just that.

Accessibility Statement

Halwell Mutual is an Equal Opportunity Employer that is committed to inclusive, barrier-free recruitment and selection processes in accordance with the Ontario Human Rights Codes and the Accessibility for Ontarians with Disabilities Act (AODA). If contacted for an employment opportunity, please advise Human Resources if you require accommodation for testing, interview, or employment purposes.