



JOB SUMMARY

XN Financial Services (Canada) Inc., a Henner Group Company is currently looking for an experienced Claims Adjuster to join our Claims' team located in Markham, Ontario.

Reporting to the Claims Manager, the Claims Adjuster is responsible for evaluating claims and interpreting insurance policies to negotiate and settle claims in a concise and timely fashion.

The Claims Adjuster also actively seeks and suggests improvements to existing processes, to strategically contribute to strengthen our claims capabilities and clients' experiences.

MAIN DUTIES AND RESPONSIBILITIES

- Investigate claims against insurance coverage.
- Ensure that all required forms and documents are completed.
- Negotiate claim settlements in a concise and timely fashion.
- Calculate and issue claims payment within line of authority.
- Maintain claim records and files in accordance with corporate standards.
- Recognize, determine and pursue subrogation and salvage opportunities when applicable.
- Develop and maintain relationships with our partners.
- Acquire new information from industry sources and propose ideas for process improvement and efficiency.
- Participate in the team's development via knowledge sharing and offering assistance.

SKILLS AND COMPETENCIES REQUIRED

- Active listening skills.
- Strong communication and interpersonal skills.
- Customer service oriented.
- Excellent negotiations, investigative and analytical skills.
- Proactive, detail oriented and quality focused.
- Ability to work independently and as part of a team.
- Strong time management and organizational skills.
- Ability to interpret policy wordings.
- Ability to set priorities, solve problems, and be resourceful.

EMPLOYMENT TERMS AND CONDITIONS

- Full-time and permanent position.
- Salary commensurate to experience.
- Benefits: Group RRSP as of day 1 and Group Insurance Benefits after probation period.

ACADEMIA AND EXPERIENCE

- Minimum 3 years' of technical experience in the claims field (either Company Examiner or Adjuster experience).
- Minimum college degree or have insurance work experience and or vocational training.
- Savvy with the Microsoft Office Suite. Minimum Intermediate user.

CONSIDERED AS ASSETS

- Experience in Lloyd's market.
- Experience in handling household goods moving insurance claims.
- Understanding of insurance policies, legislations and regulations.
- CIP designation or currently enrolled in institute courses to obtain CIP.
- RIBO License.
- Ability to speak and correspond in French.
- Knowledge of AIM software.



ADDITIONAL INFORMATION

Pre-requisite:

- cursory knowledge of the organization by visiting our web site www.xn.com
- Minimum of 1 job reference.

Application Process:

- Resumes must be forwarded to the attention of: Doreena Sophie Counselor, Human Capital EMAIL: hc@xn.com

****** No phone calls.

******* We thank all candidates for their interest. However, we will only communicate with those retained for interviews.