

Claims Adjuster

Edmonton, AB (preferred, remote work considered)

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SIRVA Job ID: 1178

SIRVA Canada LP is a leader in Canada's household goods moving industry through its national network of Allied Van Lines and North American Van Lines agents. Since 1930 we've been helping individuals and families successfully relocate to new beginnings.

We are seeking an individual who is passionate about customer service, providing assistance to customers contacting us to report cargo claims or service delivery concerns, taking an active role in creating and delivering positive solutions, and working in a close-knit team focused on supporting the moving process from start to finish.

You are enthusiastic and able to quickly build a good rapport with customers and establish effective working relationships with experts in our system of professional moving companies and vendor community.

Responsibilities

- Evaluate new cargo claims submissions, ensuring all facts, documentation and conversations are gathered and recorded in claims management system
- Engage with customers and consult with moving companies (agents) in driving toward timely and accurate responses and proper next steps
- Investigate and analyze relevant details surrounding root causes of claims or service issues
- Research household goods products, their value, and replacement or repair options
- Monitor outcomes to ensure quality assurance and that excellent customer service is achieved
- Adjudicate settlements in an equitable manner against policies, procedures and agreements
- Develop and maintain effective working relationships with agents and vendors
- Assist in the improvement and administration of claims and customer service management policies, procedures, and systems

Qualifications

- College diploma or combination of completed high school education and tangible post-academic work experience
- Minimum 3 years' experience working within a customer service-oriented environment, with a strong focus on conflict resolution, problem solving, and decision making
- Ability to understand complex situations, research solutions, and make recommendations using sound judgement
- Capable of performing independent investigations using given information to understand root issues
- Fluent in French highly preferred
- Moving industry experience is an asset
- Background in claims adjusting preferred

- Excellent verbal and written skills with an aptitude for clear, courteous and concise communication, preferably in both English and French languages
- Strong organizational skills; high attention to detail while able to prioritize a heavy workload in a fast-paced environment
- Demonstrated superior negotiating skills based on a high degree of common sense and fairness
- Proficient in MS Outlook and Word, and functional knowledge of Excel

SIRVA Worldwide Relocation and Moving is a global leader in moving and relocation services, offering solutions for mobility programs to companies of every size. With 75 owned locations and more than 1,000 franchised and agent locations in 177 countries, we offer unmatched global breadth supported by localized attention and innovative technology that strikes the right balance of self service and human support. From relocation and household goods to commercial moving and storage, our portfolio of Brands (SIRVA, Team Relocations, Allied, northAmerican, & SMARTBOX) provides the only integrated moving/relocation solution in the industry. By leveraging our global network, we deliver a superior experience that only a “one-stop shop” can provide. We’re a team that works globally to provide the best service locally — a company that is everything you need, everywhere you need it. For more information please visit www.sirva.com.

SIRVA brings together strong, collaborative people in a dynamic culture of mutual respect, support, and passion for the brand and product. We believe innovation drives winning performance, and we constantly challenge ourselves to be the very best we can in every aspect of our business. You will be surrounded by some of the brightest and most driven people in the industry. At SIRVA, you will be in great company!

At SIRVA, we're committed to cultivating a workplace that reflects the diversity of the global organizations that we serve. We recognize that building an inclusive, engaged company culture results in empowered employees that reflect a wide range of approaches and perspectives. Those perspectives lead to new ideas. New ideas lead to innovation and excellence. Our approach to diversity, equality and inclusion is driven by a commitment to these values and a belief that diversity makes our company stronger.

SIRVA is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, military status, genetic information or any other consideration made unlawful by applicable federal, state, or local laws. SIRVA also prohibits harassment of applicants and employees based on any of these protected categories.

If you need a reasonable accommodation because of a disability of any part of the employment process, please send an email to Human Resources at HRSIRVA@SIRVA.com and let us know the nature of your request and your contact information.