



POSITION: Claims Adjuster

LOCATION: Riverview, NB

COMPANY INFORMATION: SE Mutual Insurance Company (SEM) is a well-established growing insurance company that has been serving New Brunswick policyholders since 1938. Our focus is protecting the interest of our members, by offering insurance coverage and options that are tailored to life in New Brunswick. Operating locally gives us the flexibility to adapt to change and make decisions quickly. It also means that the majority of earned premium dollars (97%) stay right here in New Brunswick. Not many insurance companies can say that. We are proud of our roots and proud to do business on behalf of our member-owners in New Brunswick.

JOB SUMMARY:

As SE Mutual Insurance Company continues to grow, we are actively seeking a full-time Claims Adjuster. The successful candidate will be expected to investigate and settle claims. He/she will contribute SE Mutual's goal of delivering an exceptional and consistent claims experience to our policyholders according to our company claims handling guidelines. He/she will also be responsible to perform quality assurance by reviewing repair estimates submitted by our business partners.

RESPONSIBILITIES:

- Understand concepts of coverage, policy interpretation, exposure recognition and liability determination to analyze and move claims towards resolution;
- Document files to include all key activities, contacts made, statements taken, scopes, and schedules of loss;
- Review contractor repair estimates to ensure estimates are technically accurate and meet appropriate industry guidelines and standards for repair;
- Develop and maintain thorough knowledge of XactAnalysis and Xactimate;
- Document all review and assignment activity in XactAnalysis and internal systems where required;
- Provide expert opinions to cross-functional departments;
- Maintain professional and industry knowledge by attending educational workshops, reviewing professional publications and establishing personal networks;
- Willing to travel as required;
- Other duties as may be delegated by the Claims Manager.

WORK EXPERIENCE:

- 3+ years of relevant work experience in adjusting insurance claims and/or experience in the construction industry.

SKILLS AND QUALIFICATIONS:

- Post-secondary education
- CIP or actively involved
- Bilingual (English and French) is necessary
- Outstanding customer service skills
- Excellent communication skills, both written and verbal
- High proficiency in Xactimate and XactAnalysis
- Effective time management and organizational skills with the ability to prioritize work in a fast paced, changing environment
- Excellent investigative, negotiation and analytical skills
- IICRC Certification would be an asset

If you have the qualifications to take advantage of this challenging yet rewarding opportunity, please send your resume in confidence, by March 20th, to:

SE Mutual Insurance Company
Attn: Pierrette LeBlanc
663 Pinewood Rd, Riverview, NB E1B 5R6
Or E-Mail: careers@semutual.nb.ca

We would like to thank all applicants for the time and interest; however, please note that only those selected for interviews will be contacted.