
Position Profile

Alberta Municipal Services Corporation

**Intermediate/ Senior Claims Consultant Contract
Position**

November 2013

Intermediate/ Senior Claims Consultant – Risk, Claims and Other Services
Alberta Municipal Services Corporation

The Position – Intermediate/ Senior Claims Consultant

This position reports to the Senior Director Risk, Claims & Other Services and plays a key role within a small team of insurance professionals providing claims services to the AMSC members. AMSC is seeking an experienced examiner for a one year contract position, AMSC is responsible for all servicing, self-insurance, underwriting, claims management and risk management activities related to all products purchased or accessed by the members. Claims are adjusted by the independent adjuster and examined by AMSC claims staff.

Purpose of the Position

This position will:

- Examine Property and Liability claims under MUNIX self-insurance reciprocal and provide authority to adjusters within the position authority limits.
- Be detail orientated to ensure claims are investigated thoroughly
- Manage the independent adjuster on the claims that this position is handling.
- Ensure claimants and clients are treated with courtesy and respect throughout the claims settlement process.
- AMSC customers receive timely and accurate responses to enquiries regarding the status of their claims, through a variety of communications channels.
- Identify significant swings in potential exposure and adjust reserves accordingly

Responsibilities

Major responsibilities of this position include:

- Develop and maintain effective ongoing relationships with insurance and claims personnel through effective delivery of claims customer support services. This is done through a variety of communications channels, with particular attention to participants' enquiries regarding scope, coverage, process and adjustment of the claim.
- Monitor the claims process from the initial report to final settlement so as to locate and mitigate problem areas.
- Maintain effective customer service, ensuring that all communications are handled with the utmost of professionalism.
- Confirm scope and coverage of current claims submissions and determine whether there is a basis for further action.
- Confirm the nature and validity of the new claim – This includes a determination of the potential exposure.
- Choose the appropriate independent adjuster to handle the claim.

- Monitor the adjustment of all claims within authority
- Settle claims within authority level.
- Develop a working knowledge of the Municipal Government Act
- Set up an abeyance system for all pending claims.
- Ensuring members receive timely and accurate responses to enquiries regarding the status of their claims, through a variety of communications channels
- Reviews payment requests thoroughly
- Meet with members on claims issues as required by Senior Director
- Identify loss trends or unusual claims and determine ways to assist member in mitigating and managing the risks. Provide Senior Director with recommendations for risk improvement.
- Assist with risk management training of members as it relates to claims process and handling, especially in the areas of SIR.

General

- Provides claims advice to members.
- Works in concert with the claims manager and the claims consultants
- Reports as required to the Senior Director Risk, Claims & Other Services.
- Meets regularly with department colleagues to discuss claims operations, and offers ideas to improve processes and procedures as required.

Personal Specifications

Education

- Preference will be given to a candidate with a CIP designation, or who is enrolled in courses offered through the Insurance Institute of Canada with the committed goal of obtaining CIP. Completion of a CRM designation would be considered an asset.
- Proficient in Microsoft Office, particularly Word and Excel
- Experience in an office environment using computerized information systems

Experience

The successful incumbent will possess:

- An excellent working knowledge of all lines of commercial insurance products, including, Property/Casualty/Auto /Boiler & Machinery etc.
- A minimum of 5 years' experience as an intermediate/ senior claims examiner
- The ability to build effective relationships with staff ,and members
- The ability to develop sound relationships with key partners and service providers and provide sound advice on emerging issues;

- Thorough knowledge of the adjustment process and the examination process, including interpretation of coverage, investigation requirements and equitable settlements.

Skills and Attributes

- Demeanor – Ability to stay calm and collected in dealing with stressful claims situations.
- Public Relations - Is a solid, dynamic communicator with the ability to establish relationships with elected officials, municipal government staff, and relevant provincial government officials.
- Highly Organized - Has the ability to manage multiple priorities in a fast-paced and changing environment.
- Relationship and Communication Skills - Able to proactively influence people and events. Is an active listener and strong verbal communicator. Possesses highly developed written communication skills.
- Achievement Orientation - Continuously seeks to stay current and be at the leading edge in his/her field. Is driven toward achieving results. Is committed to excellence, innovation and continuous improvement in the workplace.
- Business Maturity - Has an honest, open and consistent approach to working with others in the organization. Is a team player and people-orientated with excellent interpersonal skills. Is confident and secure.
- Team Player - Possesses a strong ability to work within a team. Establishes and maintains effective, positive relationships both internally and externally
- Collegial - Is collaborative as well as a good listener. Has an open and honest communication style. Consults others appropriately.
- Independent - Is able to work with minimal supervision. Is self-motivated and self-directed.

Resumes can be emailed to riskcontrol@amsc.ca