

# BUILD A CITY. BUILD A FUTURE.



## Junior Adjuster (Exempt) (Temporary Full-time)

As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city - and their careers - forward.

Recognized as a BC Top Employer and one of Canada's Top Employers for Young People, the City of Surrey has created a culture that reflects a desire to work collaboratively with its Council, employees, and all Surrey citizens.

### SCOPE

Reporting to the Manager, Risk Management, the Junior Adjuster will be responsible for the investigation, adjudication and settlement for claims at a junior level.

### RESPONSIBILITIES

As the Junior Adjuster, you will:

- Review files, set up quantum and liaise with claimants
- Work under the guidance of a Senior Examiner and with technical assistance from the Adjuster/Analyst
- Manage files related to the recovery of funds owed to the City arising from damage to City property
- Assist legal counsel in the preparation of recovery cases for the Civil Resolution Tribunal
- Maintain current and accurate file notes regarding file updates, changes and client interaction
- Identify files that require redirection to Senior Examiner due to file complexity or sensitivity
- Deliver quality service and facilitate prompt and equitable settlement of claims within the parameters of corporate policies and standards
- Draft various correspondence to claimants, insurers
- Provide backup support for the Risk Management Clerk
- Perform other related job duties

### KNOWLEDGE, SKILLS, ABILITIES

- The ability to interpret complex documents of a legal nature and perform and understand numerical calculations including analysis of comparative information
- Effective analytical skills, including identification of cause and effect dynamics and a strong ability to draw valid conclusions
- Advanced verbal communication including listening, interviewing, negotiation, and ability to tailor approach to audience
- Advanced written communication including writing ability of a technical nature
- Strong interpersonal skills allowing for effective dialogue and dealing with conflict and difficult situations
- A proactive and positive approach to customer service ensuring that all inquiries are effectively managed in a timely manner
- Excellent attention to detail.
- Demonstrated organizational ability to prioritize and manage conflicting priorities in an effective manner
- Be aligned with the City of Surrey's Core Values of Community, Integrity, Innovation, Teamwork, Service.

### QUALIFICATIONS

- Relevant insurance experience and working towards obtaining CIP designation would be an asset
- An equivalent combination of education and experience may be considered

**Note that this is a temporary full-time position with an anticipated duration of 17 months.**

**This position is located at the Surrey Operations Centre.**

INTEGRITY • SERVICE • TEAMWORK • INNOVATION • COMMUNITY

Help us build a world-class city. We are hiring talented innovators seeking meaningful work to drive our city - and their careers - forward.  
Apply online at [www.surrey.ca/careers](http://www.surrey.ca/careers)

