



# BUILD A CITY. BUILD A FUTURE.



## JUNIOR ADJUSTER – 6 MONTHS *(Temporary Full-Time)*

### RESPONSIBILITIES

- Review files, set up quantum and liaise with claimants
- Be responsible for the investigation, adjudication and settlement for claims at a junior level
- Work under the guidance of a Senior Examiner
- 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 claimant
- Perform other related job duties.

### QUALIFICATIONS

- 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 with 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.

### To be considered, applicants will possess the following minimum qualifications:

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

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