

Town of Caledon

make a difference



Job Title: Analyst, Claims & Risk Management

Closing Date: August 2, 2016

Town of Caledon is a dynamic municipality that successfully balances urban, rural and agricultural communities. Our energetic staff are guided by our core values that create an environment for continuous improvement and customer service excellence.

In addition to offering exciting career opportunities, the Town also provides a competitive and comprehensive total rewards package. Come see how you can ***make a difference***.

Reporting directly to the Manager, Purchasing & Risk Management, this role is responsible for coordinating risk management processes and for the administration of all insurance claims on behalf of the Town.

The Opportunity

- Assist with the overall daily functions of claims and risk management for the Town, in collaboration with staff, including investigating claims, gathering evidence and making recommendations for denial/settlement of claims. Work with adjusters and insurers to resolve claims received
- Implement proactive risk management and claims management programs and best practices
- Coordinate the gathering of evidence for claims defence from departmental sources & assist outside legal firms
- Respond to inquiries from the public, Town departments and third party insurers
- Review claim incidence with internal departments and provide recommendations to reduce or eliminate severity and/or frequency of future losses
- Provide regular updates on outstanding claims and legal proceedings to the Manager
- Work with the insurer to produce Certificates of Insurance requested by third parties. Analyze and approve contract-related Certificates of Insurance. Maintain log of Certificates issued and approved
- Develop and maintain a database to manage all payments and reserves on claims
- Prepare cheque requisitions for claim payments
- Maintain the records archiving system, ensuring that appropriate retention & destruction schedules are met
- Prepare and review incident reports from municipal facilities, identifying potential liability and risk exposures and prepare recommendations for changes for senior management
- Develop and present, as required, insurance and risk management training to staff
- Review contracts, special events, lessor/renter programs etc. and evaluate risk components relating to new activities



6311 Old Church Road
Caledon, ON L7C 1J6
www.caledon.ca

T. 905.584.2272 | 1.888.225.3366 | F. 905.584.4542

The Ideal Candidate

Candidates for this position will have the following training, education and experience or equivalent:

- Training and knowledge in the above, normally acquired from a post-secondary diploma in Risk Management, Business Administration, Legal , or closely related field
- Certification in Risk Management, and/or completion of Insurance Institute of Canada designations (e.g. GIE, CIP OR FCIP) would be an asset
- Minimum 3 - 5 years related experience in risk management and/ or insurance, handling claims and dealing with insurance adjusters
- Excellent verbal and written communication skills with the ability to ensure suitable agreements, decisions are reached
- Demonstrated customer services skills
- Organizational skills with specialized attention to detail to avoid errors and ability to meet deadlines
- Superior interpersonal skills including the ability to work effectively in a team environment and establish and maintain effective working relationships with a diverse group of stakeholders
- Demonstrated ability to make decisions involving multiple routine tasks, affecting the Department
- Demonstrated ability to work independently, referring only major problems to supervisor
- Demonstrated ability to exercise significant discretion and sensitivity involving regular access to confidential data
- Proven ability to influence budget decisions with approval, and within established guidelines. Must have fundamental business mathematics skills, and knowledge of general accounting practices and insurance concepts, processes and terminology
- Demonstrated analytical and problem solving skills involving occasional ingenuity, & refinement of procedures
- Demonstrated capability to act as a leader within functional area
- Computer proficiency in MS Office (Word, Excel, Outlook)
- Satisfactory passing of a criminal record check
- Valid driver's licence with no more than 3 demerit points and daily access to a vehicle

How To Apply

To learn more about employment with the Town of Caledon and to apply for this exciting and challenging opportunity, visit: www.caledon.ca/careers

If needed and upon request, this document can be made available in an alternative format.



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