



Peace Hills Insurance is a growing Canadian insurance company specializing in property and casualty insurance. We have approximately 200 employees with branch offices in Edmonton, Calgary, and Vancouver. We are dedicated to providing the best customer service available. Peace Hills Insurance prides itself on being a flexible, positive, and rewarding place to work.

Company culture is what sets aside Peace Hills Insurance from our competitors. Our personality is reflected in our mission statement, corporate values and business ethics and is further exercised through the architecture of our office. Visit www.peacehillsinsurance.com.

CLAIMS ADVISOR - PROPERTY

We currently have two full-time positions available for Property Claims Advisors in our Claims department. Based out of our Edmonton office, the successful candidate will evaluate, negotiate, and settle claims arising under personal lines, farm, and commercial policies. The Claims Advisor handles claims in the four western provinces, as well as the three northern territories. This is an excellent opportunity for someone who is starting their career in claims or someone that is looking to shift their career in a different direction.

Primary Duties and Responsibilities:

- Review all information available to confirm coverage is in place and applies to the reported claim
- Explain coverage and the claims process to Insureds and claimants
- Communicate directly with insureds and assist them through the claims process to facilitate fair and reasonable settlements
- Evaluate potential opportunities for recovery including through subrogation and salvage
- Collect and review documents and other relevant information that assist in the evaluation and quantification of the claim file
- Set, evaluate, and maintain appropriate reserves based on the expected final payout
- Retain and / or coordinate the retention of appropriate external resources as required
- Oversee, monitor, and control costs associated with external resources
- Evaluate and adjust claims in accordance with the company's customer service standards
- Correspond verbally and in writing within and outside of the organization
- Maintain & keep current file diaries and abeyances
- Identify potentially fraudulent claims and coordinate file activity with the Special Investigations Unit

Required Qualifications:

- Minimum of 1-2 years of experience in an insurance customer service environment supplemented with post-secondary education and/or working toward a CIP or FCIP designation;
- Candidates who possess knowledge of property insurance are preferred;
- Highly developed interpersonal, organizational and time management skills;
- Strong written and verbal communication skills with the ability to deliver messages with tact and diplomacy
- Ability to make decisions that support the company's claims handling philosophy.

Working at Peace Hills:

Peace Hills understands that by reducing work-life struggles, individuals can enjoy a healthier lifestyle while improving productivity at work. Ensuring an appropriate work/life balance and a collegial and supportive office environment are just a couple of ways we do this.

If you are interested in this great opportunity, submit your resume stating which position you are applying for to Peace Hills Insurance at hr@phgic.com.

We thank all applicants for their interest, however only those candidates shortlisted will be contacted.