



GENERAL INSURANCE COMPANY

JOB OPPORTUNITY

Applications are invited for the following position:

POSITION TITLE: CLAIMS EXAMINER/PROGRAM AUDITOR

DEPARTMENT: CLAIMS

Reporting to the Claims Supervisor, responsibilities of this position are as follows:

- Administration of an auto Accident Benefit Third Party administered program
- Meet performance/service/compliance standards established for role
- Provides instruction to Third Party Administrators and legal counsel
- Attend private/mandatory mediation, pre-trial and trials
- Ensure all claims reserves are appropriately adjusted on a timely basis
- Attend internal Claims Committee reviews
- Participate in the performance of claim audits and monitor all action items and associated timelines for completion
- Actively manage Claim Audit Program Schedule complete with necessary updates and current status
- Assist in establishing, documenting, updating and verifying adherence with claim adjudication procedures
- Maintain, update and amend established CEO/CFO Certification Controls for claim department
- Serve as liaison for claim department with Internal and External Auditors
- Manage monthly claims controls with requisite reporting related to claims inactivity, large loss notices, reserve changes
- Provide regular analysis with reporting on program claim performance, trends and patterns with review of key performance indicators and service standards
- Participate and actively contribute to claims management and program meetings
- Manage all activity with respect to claim administration agreements
- Management of vendor and consultant expenses
- Written and verbal communication with customers, service vendors, brokers, insurers, consultants and their authorized representatives
- Additional duties and special projects as assigned by Supervisor/Manager including the handling, investigation, negotiation and settlement of medium/large exposure Ontario Accident Benefit Claims
- Some travel is involved and is a requirement of this position

REQUIRED QUALIFICATIONS:

- Excellent oral and written communication skills with an emphasis on strong business writing skills
- Excellent interpersonal, analytical, organizational, decision making, and problem solving skills
- Claims Audit experience beneficial
- 2 or 3 year College/University education in a related field or in English/Journalism
- Customer service excellence and professional telephone manner

- CIP designation/working toward CIP designation
 - Excellent presentation skills
 - Good time management skills
 - Strong general computer knowledge, Word, Excel, Access
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If you would like to apply for this position, please contact our Human Resources Department at:

Email Address: careers@egi.ca