



# Claims Manager

**Location:** Co-op Hail Insurance Office, Regina, SK | **Position Type:** Full-time

## ABOUT THE ROLE

The successful candidate will manage the claims over the hail season including claim entry and distribution to the adjusting staff. Leading a team of about 110 adjusters and supervisors, this individual will recruit and lead the training program for new adjusters and ensure continuing education for all existing adjusting staff. Ensuring a professional and courteous adjusting service to Co-op Hail's members is top priority. Customer service is essential to maintaining the level of adjusting excellence that Co-op Hail possesses in the crop hail adjusting industry.

## QUALIFICATIONS

- Post-secondary education with a focus on business administration/claims management.
- Excellent communication skills, including the ability to lead and motivate many remote contractors.
- Ability to retain, attract and train individuals in crop hail insurance adjusting.
- Proven leadership experience in agricultural insurance, crop hail insurance, or other related insurance fields.
- Competency using various computer software and ability to look for improvements and efficiencies in those platforms.
- Highly organized and able to prioritize multiple tasks.
- Motivated to continually improve upon existing procedures and processes.
- Create and lead strategic planning and meetings with senior adjusting staff.
- Excellent problem solving and mediation skills to collaborate with claimant issues both effectively and efficiently.

## KEY RESPONSIBILITIES

- Efficient claims entry and distribution to storm supervisors.
- Strategy on storm dated claims - always looking to get the claims adjusted in the timeliest manner.
- Communication and people skills to lead and motivate individuals.
- Expert in the crop hail adjuster manual procedures and CHAP adjusting program.
- Represent Co-op Hail on the Loss Adjustment Committee and Canadian Crop Hail Association.
- Building and maintaining a strong adjusting team.
- Ensuring adjusting staff have the latest training and updates for crop hail adjusting.
- Working with IT support staff on both the in-office system and CHAP system.
- Updating and maintaining the fleet of tablets including CHAP updates and Windows updates.
- Any other job duties as assigned by the CEO from time to time.

## Why Co-op Hail Insurance?

We offer a competitive compensation package including salary, mileage, and living expenses.

If you want to lead the adjusting staff, be innovative and improve the claims department, we encourage you to apply. Kindly submit your resume and cover letter including your leadership experience to: **Darryl Tiefenbach at [dtiefenbach@coop hail.com](mailto:dtiefenbach@coop hail.com)**