



**Ayr Farmers
Mutual**
Insurance Company

Claims and Accident Benefits Administrator

About Ayr Farmers Mutual

Ayr Farmers Mutual is a financially strong, Policyholder owned and progressive property and casualty mutual insurer with written premiums of over \$47 million annually. We offer farm, residential, commercial, marine and automobile protection and coverage through a dedicated network of Agents and Brokers. We service the Southwestern Ontario region, and are located in close proximity to Kitchener, Waterloo and Cambridge.

Since 1893, the knowledgeable and caring team members of Ayr Farmers Mutual have been providing products and services that provide protection and peace of mind for our Policyholders and the community. What makes us different is our commitment to providing outstanding, personalized customer service. We continually strive to put our Policyholders and our communities first, and to ensure that every individual we serve is treated with fairness and respect.

The Company provides training, education, work life balance, wellness opportunities, community contributions and a fun and friendly working environment.

Ayr Farmers Mutual is proud of our culture. We live by our core values and genuinely care for one another and our Policyholders. We celebrate our successes and have a supportive work environment that encourages everyone to be their best.

Claims and Accident Benefits Administrator

Reporting to the Manager of Claims and Loss Prevention, you will be responsible for assisting our Claims Representatives across a range of administrative duties while taking pride in the care for our Policyholder. You will process windshield claims and assist our Claims Representatives with all kinds of claims, including accident benefits and injury claims. On occasion, you will handle minor injury (MIG) claims and physical damage claims.

As the successful candidate, you will have strong organization and time management, and will pride yourself on customer service, being responsive and dependable. You have a passion for creating an outstanding Policyholder experience and value building strong relationships with our Policyholders, communities, and team members.



Responsibilities:

- Provide the best Policyholder experience as one of the first connections in the claims process.
- Administratively set up new claims
- Assist with document management ie. proper organization of files, claims vendor administrative tasks, drafting of various letters/documents for the claims department
- Complete processing of windshield claims, and minor injury guideline (MIG) claims
- Assist Accident Benefits Claims Representatives with the review of related claims
- Respond, in a timely manner, to Policyholders, treating facilities, or legal counsel with appropriate documentation, as required through the Statutory Accident Benefit Schedule (SABS)
- Process benefit payments
- Order required investigative reports ie. police report
- Other duties as assigned

Skills and Experience:

- Post-secondary education; insurance related, preferred
- Completion of, or working towards completion of CIP
- Exceptional communication skills
- Effective organization skills
- Demonstrate excellent customer service skills
- Knowledge and experience using Guidewire software, an asset
- Knowledge or experience with the Statutory Accident Benefit Schedule (SABS), preferred
- Experience in the Insurance industry, preferred
- Be an active participant in maintaining the Company's desired culture by living our values.



Why Choose Ayr Farmers Mutual?

- The opportunity to work with a reputable company that cares about our People, our Policyholders, and the Communities we serve.
- We offer a supportive learning environment.
- We invest in your growth and celebrate your achievements.
- Competitive matching Pension Plan and employer-paid Group Healthcare Benefits Plan, including a Health Care Spending Account.
- We offer a hybrid working environment
- Dress for your workday flexibility.

Accommodation at Ayr Farmers Mutual Insurance Company

We are committed to a selection process and work environment that is inclusive and barrier free. Human Resources will work with the applicant and the selection committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.



**EMPLOYER
PARTNER**

**Proud partners with the Canadian
Centre for Diversity and Inclusion**

To learn more about Ayr Farmers Mutual, visit our website at <https://www.ayrmutual.com/>

INTERESTED IN APPLYING?

Please send your resume to: careers@ayrmutual.com