



Claims Manager Job Description

Location: Calgary

Department: Claims

Reports to: Executive Manager, Claims, Operations and Systems

Are you looking for a great place to build a career?

- MMI Insurance is an ambitious, growing company looking for people with the desire, ability, and experience to provide excellent customer service and product knowledge to our clients.
- We want people to excel as part of a team with a diversity of skills, talents, and backgrounds.
- For over 60 years, MMI Insurance has provided home, auto, farm, church, and commercial insurance in the province of Alberta. To learn more about our company and history, please visit: <https://mmiab.ca/about-mmi/>.
- If you share a passion for providing a great customer experience along with offering great products, and feel your talents, skills and knowledge fit one of our positions, we welcome your application!

What Does MMI Offer?

- Competitive salary
- An annual Bonus program
- A group benefits package fully paid for by MMI Insurance
- A group RSP with company providing matching contributions
- Training and career development opportunities
- Work life balance, with a 35-hour work week
- A hybrid work environment for claims positions
- Competitive Vacation and Holiday benefits
- Paid Sick time and Personal Days benefits
- Recognition program for employees

Job Summary

The Claims Manager contributes to MMI Insurance's goal of delivering an exceptional and consistent claims service experience by supporting staff examiners within the MMI claims team in a leadership capacity. The incumbent is also responsible for actively handling very complex losses, liability & litigation management that are above the current experience of the team members.



Job Responsibilities

- Determine and delegate claims settlement authority to claims representatives.
- Identify strategic opportunities based on financial analysis and projections, cost/benefit identification and analysis.
- Provide support, guidance, leadership and motivation to promote maximum performance.
- Responsible for preparing claims reporting and analysis consistent with defined processes.
- Provide technical guidance to staff on claim investigation, reserving evaluation and resolution of claims.
- Evaluate, handle and adjust assigned property or other claims from members and other claimants while managing complex general liability, both litigated and non-litigated.
- Conduct annual plan and claims budget preparation under guidance provided by leadership.
- Operates the entire claims servicing unit, including but not limited to bodily injury, residential property, small to medium-sized farm exposures and all commercial risks,
- Ensures all claims appraisals, investigations, verifiable damage, policy interpretation and final settlements are appropriate for the loss.
- Attend mediations, arbitrations, pre-trial conferences, and other legal attendance as required.
- Capable of resolving escalated issues arising from operations and requiring coordination with other departments.
- Remain current and knowledgeable of legislative changes and trends in the insurance industry
- Perform other duties as assigned

Knowledge, Skills and Experience

- 10 + years of progressive insurance adjusting experience (preferably with Multi-line Experience)
- 3+ years of previous insurance leadership experience preferred.
- Chartered Insurance Professional (CIP) Designation.
- Effective claims service skills, including empathy and concern for our customers
- Excellent investigative, analytical and communication skills, both written and oral
- Highly proficient time management and organizational skills with the ability to prioritize work in a fast paced, changing environment.
- Excellent knowledge of habitational, farm and commercial policies
- Knowledge of medical and legal terminology
- Exceptional advanced Negotiation skills



Working Conditions or Special Circumstances

- The work schedule is generally Monday-Friday, 7 hours per day.
- Following training, there may be an option for a hybrid work schedule offering the ability to work from home some days each week.
- Work interruption can be frequent in meeting the needs of clients and fellow team members.
- Physical requirements:
 - Computer use for up to 7 hours per day
 - Sitting for up to 7 hours per day
- Position may require occasional travel to other company locations.

If you are qualified and interested, please Apply Today!

Please submit a cover letter and resume to: 2411@mmiab.ca