



Career Opportunity – Claims Team Lead

Full-time, Permanent Position - Wingham, ON (Hybrid)

Howick Mutual Insurance is an established and well-respected Ontario farm mutual, servicing Huron, Bruce, Grey, and surrounding counties for over 150 years. We are seeking a dynamic and forward-thinking leader to join our Claims Team.

Reporting to the Claims & Loss Prevention Manager, this position will be responsible for providing leadership, support and technical expertise for the Claims Department.

We are offering a competitive salary and benefits program in a flexible, hybrid, collaborative working environment.

Key Responsibilities:

- Provide ongoing leadership and support, including training, coaching, performance development/management
- Motivate, inspire and promote teamwork and positive employee relations
- Lead organizational effectiveness and implement/direct changes
- Provide technical expertise and support, provide claims settlement opinions, monitor company claims activity
- Manage, adjust, and settle a claim file caseload and participate in on-call after-hours schedule
- Examine claims files
- Ensure compliance with all regulatory requirements
- Research and review policy wordings and case law
- Interact with our reinsurer, independent adjusters, contractors, engineers, and lawyers, as required
- Maintain confidentiality at all times
- Consistently demonstrate professional behavior and a positive attitude
- Participate in professional development and training

Qualifications:

- CIP or FCIP designation
- Minimum of 5 years Senior Claims experience
- Demonstrated leadership skills
- Open minded and “big picture” thinker
- Strong technical knowledge of property, liability, and auto insurance products
- Solid understanding of claims reserving practices
- Ability to develop effective working relationships
- Ability to multi-task and adhere to strict deadlines
- Strong attention to detail and accuracy
- Excellent oral and written communication skill

- Excellent customer service skills
- Demonstrated negotiation, problem solving and conflict resolution skills
- Strong decision making and analytical skills
- Working knowledge of Microsoft Office; Outlook, Word, Power Point, Excel
- Knowledge of Cognition+ considered an asset
- Knowledge of the Mutual Insurance Industry considered an asset
- Valid Driver's License

If you are interested in this exciting career opportunity, please submit your resume to hr@howickmutual.com by May 28, 2025 for consideration.

We thank you for your interest; however only those selected for an interview will be contacted. Accommodations are available on request for candidates taking part in the selection process.