



## CLAIMS & LOSS PREVENTION ADMINISTRATOR

Issue Date:	April 30, 2025
Revised Date:	
Approved by:	PAM MARSON, PRESIDENT & CEO

<u>JOB LEVEL</u>	2
<u>TYPE</u>	TEMPORARY FULL-TIME
<u>REPORTS TO</u>	MANAGER, CLAIMS & LOSS PREVENTION
<u>PAYMENT AUTHORITY LIMIT</u>	\$0 to \$3,500 based on experience

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### **POSITION DESCRIPTION**

The Claims and Loss Prevention Administrator is integral to the efficient operation of the Claims and Loss Prevention department. This role involves tasks related to managing claims processing, data management, and departmental coordination to ensure seamless operations and effective communication within the team and across other departments. Additionally, this position provides backup support for phone and reception coverage within the Administration team.

### **KEY RESPONSIBILITIES**

- Manage departmental email, distribute mail, and handle general phone inquiries.
- Receive and electronically distribute incoming claims.
- Ensure the quality and transfer of daily transactional data to accounting.
- Review, correct, and submit daily statistics to the Ontario Mutual Insurance Association.
- Oversee departmental administrative processes and team workflows.
- Submit monthly data for the Habitational Insurance Tracking System (HITS) and Commercial Tracking System (CTS).
- Compile, analyze, and report weekly/monthly data to the Manager of Claims & Loss Prevention.
- Provide support and backup for phone and front reception duties within the Administration department.
- Test and approve new and historical functionality in the Cognition+ claims system, including cross-functional testing with other departments.
- Train the claims team on new processes and system functionalities.
- Participate in project work as required, potentially acting as project lead for Claims projects or representing Claims on cross-organizational projects.
- Facilitate windshield claims with brokers, service providers, and policyholders.
- Schedule loss prevention inspections for the inspector.
- Assist the loss prevention inspector with documentation in the inspection program, MIRA 360.
- Develop and maintain effective relationships with other departments.
- Respond to any business-critical issues that may arise outside of regular business hours.
- Perform other responsibilities as assigned by the direct manager.



**QUALIFICATIONS, EXPERIENCE and KEY SKILLS**

- Post-secondary diploma in a related field is a strong asset.
- Experience in all facets of administration.
- In-depth knowledge and experience with Microsoft Word and Excel.
- Demonstrated ability to maintain a professional demeanor with internal and external stakeholders.
- General knowledge of the Mutual insurance system is considered an asset.
- Exceptional documentation and organizational skills.
- Ability to work and think independently.
- Bilingualism is considered an asset.
- Willingness to work in a team environment.