



Title: Claims Analyst
Employment Status: Full-Time, Permanent
Location: Vaughan Office - 7501 Keele Street, Suite 400, Vaughan ON, L4K 1Y2

The Company

Established in 1966, Masters Insurance is one of Ontario's largest, independently owned brokerages that specializes in insurance and bonding solutions for the construction and development industries. As a rapidly growing company with an enduring passion for supporting our businesses, and our communities, we also offer personal and commercial insurance, group benefits and financial planning services.

Position Summary

This position will support our claims team with managing property and personal/commercial auto claims. Working with a high performing team of Claims Analysts, the successful candidate must be highly motivated, remain flexible to changing job priorities, and strive to create exceptional service experiences.

Benefits

- Competitive salary and benefits, that includes group health and retirement benefits
- Educational reimbursement for recognized licenses and designations
- Company social events
- Wellness programs

Masters assist employees by paying for work related courses, as well as annual licensing and designation fees, including RIBO, CAIB, CRM and CIP designations!

Key Accountabilities

- Manage claims from start to finish by collecting information and documents, analyzing the claims, reporting the claims to the insurance company, and monitoring the progress of the claims until repair/settlement.
- Provide technical expertise, advice and advocacy for clients on all day-to-day claim related matters, inquiries and processes.
- Coordinate services that may be required by policyholders following an accident or incident, such as arranging a rental vehicle.
- Discuss coverage issues with clients and handling complaints associated with a claim.
- Contact and follow up with auto body shops and approved contractors to ensure appraisals have been completed.
- Monitor claims involving any Bodily injuries (BI) and Accident benefits (AB).
- Negotiate total loss settlements between the client and insurer.
- Ensure fair settlement of a valid claim, seeking legal recovery of monies paid out and identifying reasons why full payment may not be made.
- Maintain accurate and up-to-date electronic claims files to fully document all claims.
- Build relationships with policyholders, loss adjusters, lawyers and forensic accountants, as well as other legal/claims professionals.
- Keep Masters summaries up-to-date by accurately inputting data into a spreadsheet.
- Participate in client meetings when required.
- Perform other related duties and special projects, as required.

Ideal Candidate Qualifications

- 1 to 2 years of work experience in an insurance environment is preferred, general office experience will also be considered.
- Post-secondary education completed.
- Proficient in Microsoft Office Programs including Outlook, Word and Excel.
- Licensed RIBO candidates preferred or successful completion of RIBO license within 6 months of continuous employment.

Skill Sets Required

- Effective verbal and written communication skills
- Excellent organizational and time management abilities
- Self-motivation with ability to problem-solve with limited supervision
- Flexibility to work in a fast-paced and dynamic environment with changing priorities
- Ability to work independently and as a team member
- Accurate data entry skills with extra attention to detail and overall accuracy

We at Masters Insurance Limited are an equal opportunity employer committed to an inclusive workplace. We will accommodate the needs of applicants in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act throughout all stages of the recruitment and selection process. If you require accommodation, please contact us at (905) 738-4164 x2502 or email us at vdetoma@mastersinsurance.com.