

## INSIDE CLAIM HANDLER

### New Home Warranty

#### Who Are We?

Solid reputation, passionate people and endless opportunities. That's Travelers. Our superior financial strength and consistent record of strong operating returns mean security for our customers – and opportunities for our employees. You will find Travelers to be full of energy and a workplace in which you truly can make a difference.

#### What Is the Opportunity?

The Inside Claim Handler is a member of the Home Warranty Claim Department at Travelers Canada and is responsible for investigating and evaluating new home warranty claims. Primary duties of this position include reviewing warranty claims to assess coverage and as required, conducting onsite investigations to determine available coverage. All warranty personnel are required to work directly with both homeowner claimants and builder / developer representatives. This position is customer facing and the Claim Handler will have superior technical and customer service skills. Full training provided.

#### What Will You Do?

- Knowledge and understanding of all new home warranty policies and application laws and regulations
- Providing clear written explanation of claims process and coverage to all customers, including all position letters
- Working with both homeowner claimants and builders/developers in accordance with Claim Handling Guidelines which includes telephone, email, and letter communications
- Requesting and reviewing all relevant information and documents in coverage determination
- Ensuring proper documentation of all steps and communication on claim files
- Working with underwriting and keeping them apprised of claim development to ensure all relevant information is considered in the builder's risk assessment
- Documenting claims files in accordance with Best Practices within Claim platform
- Reviewing amounts on all invoices and all documentation supporting payments
- Ensuring that all claim files and company information are kept confidential
- Managing files in accordance with established Best Practices
- Obtaining and analyzing applicable policies, building codes and other relevant documents which may have an impact on the adjustment of the claim
- Establishing timely and accurate claim and expense reserves. Posts all reserves in system within Best Practice guidelines and updates system promptly as new information received
- Posting all reserves in system within file standards guidelines and updates system promptly as new information received, liaison with Finance department
- Referring all files above settlement authority, with recommendations for resolution, to Unit Manager and follows up through closure
- Prepare accurate and thorough claim adjustment reports in accordance with company requirements
- Perform other duties as assigned

#### What Will Our Ideal Candidate Have?

- Customer service proficiency required
- Knowledge of building codes and industry standards in new home construction an asset

- Home warranty or licensed home inspection experience an asset
- Enrolment in the CIP program is an asset
- High proficiency with Windows-based programs including spreadsheet and word-processing applications
- Strong verbal and written communications skills. Ability to deal with people and communicate effectively by telephone
- Ability to understand and apply policies and procedures
- Proficiency in typing
- Excellent organizational skills with ability to work independently
- Solid analytical and decision-making skills
- Customer service orientation; empathy
- Demonstrated ownership attitude and customer centric response to all assigned tasks
- University Degree/College Diploma or equivalent business experience in new home construction is an asset

### **What is a Must Have?**

- A minimum of one-year previous office work experience
- Experience utilizing computer technology, such as Microsoft Office, e-mail, Web-enabled applications, and database software required
- Strong communication skills and well versed in conflict resolution

### **What Is in It for You?**

- Health Insurance: Employees and their eligible family members – including spouses, partners, and children – are eligible for coverage from the first day of employment
- Retirement: Travelers provides a core contribution of 3% of your total eligible earnings to your Deferred Profit-Sharing Plan (“DPSP”). Travelers also matches your savings plan contribution dollar-for-dollar up to 5% of base pay
- Paid Time Off: Start your career at Travelers with a minimum of 20 days Paid Time Off (“PTO”) annually, plus the opportunity to purchase additional days to allow for up to a total of 36 PTO days per year. You will also receive twelve paid company Holidays
- Wellness Program: The Travelers wellness program is comprised of tools and resources that empower you to achieve your wellness goals. In addition, our Life Balance program provides access to professional counseling services and other resources to support your daily life needs. Through Life Balance, you’re eligible for free counseling sessions with a licensed therapist
- Volunteer Encouragement: We have a deep commitment to the communities we serve and encourage our employees to get involved. Travelers has a Matching Gift and Volunteer Rewards program that enables you to give back to the charity of your choice
- Hybrid Work Arrangement: Employees in this position can split their time between working from the home and a Travelers office

### **Equal Employment Opportunity Statement**

Travelers is an equal opportunity employer. We are committed to providing accommodation to persons with disabilities. If you require accommodation during the recruitment or interview process, we will work with you to accommodate your needs.

**APPLY**

<https://careers.travelers.com/job/16587976/inside-claim-handler-warranty-vancouver-ca/>