

Accident Benefit Claims Adjuster (Work from Home)

With over 135 years of experience, Edge Mutual strives to be the leading provider of innovative insurance products, delivered with quality service to Rural Ontario. We serve and protect our mutual policyholders through insurance products that reflect the needs of today and tomorrow.

People come first at Edge Mutual. As a result, our focus is on building relationships with our customers. We have a team of solution-oriented problem solvers providing expertise on our home, farm, commercial and auto products. We are currently recruiting for a telephone **Accident Benefit Claims Adjuster**.

Position Responsibilities:

- Set up electronic claim files for accident benefit (AB) claims
- Adjust and settle AB claims, following corporate protocols for reserving
- Follow SABS guidelines and meet all mandated targets as outlined by the Provincial legislation
- Provide oversight of external adjusters on outsourced claims
- Manage claims in litigation, participate in mediations, pre-trials and settlement conferences
- Co-ordinate field investigations through retention of independent adjusters, contractors, or other claims experts, under the guidance of the manager or specialist
- Conduct oneself in a manner consistent with the organization's values, code of conduct and business ethics
- Achieve business objectives/targets on time, within cost, and with quality service that seeks to consistently exceed customer expectations
- Seek improvements within the role, for the department, and for the betterment of the entire organization

Qualifications:

- Well versed in policy coverages and insurance legislation relative to SABS Guidelines
- Experience managing challenging coverage claims with tact and professionalism
- Ability to work well under pressure with minimum supervision
- Strong decision-making skills with the ability to substantiate, act and accept responsibility for outcomes in the assigned role
- Highly collaborative with immediate colleagues and others in cross-functional relationships
- Well organized with the ability to multi-task between a variety of responsibilities, projects, and deadlines
- Proficient using software applications including a strong working knowledge of Microsoft Office
- Excellent written and verbal communication skills
- Post-Secondary education or equivalent experience
- CIP designation or actively pursuing it

We Offer:

- A stable environment with core values that include professionalism, respect, integrity, dependability and excellence
- Ongoing skills development with subsidies for tuition and professional accreditation
- A generous defined benefit pension plan
- Incentive compensation benefits where excellence is financially rewarded
- Remote Work Position

If you have the qualifications we are seeking, please submit your resume and cover letter to:

info@edgemutual.com

---Submission Deadline: December 19, 2025---

Edge Mutual is an equal opportunity employer that is committed to diversity, equity, and inclusion in the workplace. We prohibit discrimination and harassment of any kind. Edge Mutual makes hiring decisions based solely on qualifications, merit, and business needs at the time. We thank all those who apply but only those selected for an interview will be contacted.