

Claims Case Consultant

Full-time, remote

The Opportunity

The Edge Benefits Inc. is looking for an experienced Claims Case Consultant on a permanent, full-time basis to join our Operations Department. Our head office is located in Newmarket, Ontario; however, this is a fully-remote opportunity. Reporting to the Director – Client Services, the Claims Case Consultant processes and manages multiple client accounts and applications from receipt to completion, ensuring customer satisfaction is steadily maintained.

Specific Duties

- Manage incoming claims and send out claims packages as requested
- Serve as the primary liaison between the insurer's claims department, clients and advisors
- Maintain and manage accurate and updated claim files/portfolio of claims
- Process and oversee multiple client accounts concurrently
- Participate in telephone system queue for claims unit and clients
- Create and maintain claim records in The EDGE administration system
- Update EDGE systems on an ongoing basis
- Prepare letters and communications to the client
- Initiate waiver of premium if applicable
- Follow-up on outstanding requirements, keeping the advisor and stakeholders updated as required
- Have in-depth knowledge of EDGE systems, policies, products and services

Your Qualifications

- Must be fluent in English with proven competencies in verbal and written communication; bilingual in English and French would be an asset, but French is not required.
- Strong understanding of insurance policies and practices
- Must have strong relationship-building skills
- Must be diplomatic and tactful while handling sensitive situations
- Must have exceptional attention to detail with an ability to navigate multiple administration systems concurrently
- Must be an advanced user of Microsoft Office Suite, Adobe Acrobat and/or PDF editors
- Must have an ability to maintain a high level of confidentiality in dealing with sensitive information
- Call centre experience is an asset
- Completion and/or enrollment in LOMA/ICA or insurance-related courses is an asset

The target hiring salary for this position is \$48,000.00 – \$53,000/year.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as assigned to meet the ongoing needs of the organization.

About The Edge Benefits

The Edge Benefits is the #1 provider of flexible, affordable benefits for Canadian small businesses and is a proud member of The Co-operators Group of Companies. We lead the market in developing, distributing, and administering a full suite of simplified living benefit products. We have over 100 employees, 74,000+

policyholders, and operate in every province in Canada. We distribute our products through a network of over 25,000 licensed advisors across Canada, offering a simplified approach for living benefit solutions which has been revolutionary in the insurance industry. We provide the self-employed and small business owners with insurance solutions specifically designed to meet their needs. To learn more about The Edge Benefits, please visit www.edgebenefits.com.

Our Inclusive Culture

The Edge Benefits is committed to providing a work environment that is inclusive and free of employment barriers and discrimination. Accommodations will be made for qualified applicants with a disability throughout the recruitment process. If you receive a request for an interview and you have a disability which will require an accommodation to support your participation, please consult with the hiring manager as soon as practical so that suitable accommodations can be arranged.

If you are interested in a career with The Edge Benefits, please send your cover letter and resume to humanresources@edgebenefits.com.