



Claims Advisor I

Posted by: TD

Posting date: 06-Apr-2023 **Closing date:** 26-Aug-2023

Education: College/ University degree

Language: English (Required)

Job location:

Salary: \$71.4

Years of Experience: 1 year

Vacancy: 2

Job Type: Full Time

Job id: CAJ2055360

Expired

Job description:

TD Description

Tell us your story. Don't go unnoticed. Explain why you're a winning candidate. Think "TD" if you crave meaningful work and embrace change like we do. We are a trusted North American leader that cares about people and inspires them to grow and move forward.

Stay current and competitive. Carve out a career for yourself. Grow with us.

Department Overview

Manage the client relationship and ensure resolution of a broad range of claims from routine - moderately complex within their area of focus and authority. Leverage appropriate support functions in the investigation and assessment of claims, ensuring timely resolution while mitigating risks and escalation.

Job Description

KEY ACCOUNTABILITIES

CUSTOMER

- Engage customers in conversations to understand and meet their needs by providing them with advice and service regarding coverage and the claims process
- Provide sound claims advice at every customer interaction to create a legendary customer experience; look for ways to contribute to the on-going improvement of the overall customer experience
- Ensure customer problems are handled appropriately and escalating issues when necessary; refer customers to appropriate team members or internal partners as appropriate
- Demonstrate flexibility to be able to change activities based on customer and business needs
- Create a legendary customer experience at every interaction and look for ways to contribute to on-going improvement of the overall customer experience

SHAREHOLDER

- Prioritize and manage own workload to meet SLA requirements for service and productivity
- Consistently exercise discretion in managing correspondence, information and all matters of confidentiality; escalate issues where appropriate
- Be knowledgeable of practices and procedures within own area of responsibility and keep abreast of emerging trends for claims assessment and litigation
- Protect the interests of the organization – identify and manage risks, and escalate non-standard, high risk transactions / activities as necessary
- Contribute to business objectives for Operational Excellence
- Support the timely and accurate completion of business processes and procedures
- Ensure documentation that is prepared / completed is accurate and properly reflects client / business intentions and is consistent with relevant rules / regulations
- Identify, suggest and actively participate in process improvement opportunities
- Acquire and apply expertise in the discipline, provide guidance, assistance and direction to others
- Identify, recommend and effectively execute standard practices and procedures applicable to insurance claims
- Keep abreast of emerging issues, trends, and evolving regulatory requirements and assess potential impacts
- Maintain a culture of risk management and control, supported by effective processes in alignment with risk appetite
- Assume responsibility to minimize operational and regulatory risk by complying with Bank and industry Code of Conduct

EMPLOYEE / TEAM

- Participate fully as a member of the team, support a positive work environment that promotes service to the business, quality, innovation and teamwork and ensure timely communication of issues/ points of interest
- Support the team by continuously enhancing knowledge / expertise in own area and participate in knowledge transfer within the team and business unit
- Keep current on emerging trends/ developments and grow knowledge of the business, related tools and techniques

- Participate in personal performance management and development activities, including cross training within own team
- Keep others informed and up-to-date about the status / progress of projects and / or all relevant or useful information related to day-to-day activities
- Contribute to the success of the team by willingly assisting others in the completion and performance of work activities; provide training, coaching and/or guidance as appropriate.
- Contribute to a fair, positive and equitable environment that supports a diverse workforce
- Act as a brand champion for the business area/function and the bank, both internally and/or externally

Job Requirements

BREADTH & DEPTH

- Apply foundational level of knowledge to handle routine with minimum risk
- Handle some limited situations for Core Auto claims
- Has limited claim settlement authority and requires next level approval for claims in excess of their authority limit
- Complete work within specifically defined parameters with guidance /direction from management as necessary
- Leverage the Claims Resources Team to make file decisions on liability and assessment
- Intermediate level knowledge with some form of related training and/or related experience or skills; Industry accreditation and training generally required
- Typically reports into a Team Manager

EXPERIENCE & EDUCATION

- College/ University degree
- 2+ years relevant experience

Inclusiveness

At TD, we are committed to fostering an inclusive, accessible environment, where all employees and customers feel valued, respected and supported. We are dedicated to building a workforce that reflects the diversity of our customers and communities in which we live and serve. If you require an accommodation for the recruitment/interview process (including alternate formats of materials, or accessible meeting rooms or other accommodation), please let us know and we will work with you to meet your needs.

Job Family

Insurance Claims Management

Job Category - Primary

Insurance

Job Category(s)

Insurance

Hours

35

Business Line

TD Insurance

Time Type

Full Time

Employment Type

Regular

Country

Canada

****Province/State (Primary)**

Ontario

City (Primary)

London

Work Location

15700 Robin's Hill Road, 4656 Yonge Street

ProvState 2

Ontario

City(s) 2

North York

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