



We are looking for our next colleague to fill a **Claims Manager** role. Waypoint prides itself in ensuring exceptional claims handling for our clients, which aligns with our significant in-house program portfolio. If you have a strong background in claims handling and management experience, this role may be ideal for you.

Why choose Waypoint?

Waypoint Insurance was locally founded in BC, and now operates across 19 locations, as one of the largest brokerages in BC. We have a large local presence, but we are also agile and dynamic in how we do business across the country. In 2019, Waypoint joined the Navacord group of brokerages. Navacord is a leading insurance and risk management brokerage firm dedicated to providing expert solutions to customers across Canada. With more than 1,000 employees, Navacord is Canada's 4th largest commercial insurance brokerage.

We offer

- Excellent benefits
- Favorable vacation policy
- Strong learning culture
- Focus on personal development
- See our website for more details about our unique combination of compensation, commitment to our employees, and culture differentiators

Opportunity Details

- Overall accountability for the administration of all insurance claims
- Lead a small team of claims handlers by providing consistent coaching and training
- Oversight of claims handling to ensure alignment with insurers requirements
- Identifying strategic opportunities to advance claims handling efficiencies and expense management. This includes a constant focus on process improvement.
- Lead the design and implementation of claims policies and procedures
- Audit oversight and accountability

Your success attributes

- Minimum of 5 years of claims handling and management experience
- Superior customer service skills is a must-have
- Proven technical and investigative skills
- Strong oral and written communication skills
- Previous Lloyd's claims handling would be considered an asset
- Current insurance industry trends and knowledge required
- Insurance designations are preferred
- Computer skills, including fluency in Microsoft Excel, Outlook and Word

If you wish to discuss this opportunity, or you want to apply right away, please send your current resume and cover letter to:

Colleen Finlayson, Claims Manager, at cfinlayson@waypoint.ca