

TRAVEL CLAIMS MANAGER

Reporting to the Vice President of Operations, the Travel Claims Manager is responsible for overseeing and managing the travel claims team, ensuring claims services are consistently delivered within the company's exceptional standards while adhering to regulatory requirements.

RESPONSIBILITIES:

- **Claims Management:** Oversee the day-to-day operations of internal and external (business partner) claims departments, ensuring that claims are processed in a timely and efficient manner within Key Performance Indicators.
- **Team Leadership:** Lead, mentor, and manage a team of claims professionals, ensuring they maintain high productivity and quality standards, while fostering a culture of continuous improvement and professional growth.
- **Claims Evaluation:** Review and evaluate claims (such as trip cancellations, delays, emergency medical, lost baggage, student accident, etc.) to determine coverage eligibility and financial liability. Manage litigation files as required.
- **Customer Support:** Address complex or escalated claims and resolve any customer inquiries or concerns promptly and professionally.
- **Policy Interpretation:** Ensure all claims are in compliance with multiple travel policies and insurance guidelines, and interpret these policies and terms for both customers and team members.
- **Process Improvement:** Continuously assess and improve the claims process to enhance efficiency, reduce turnaround times, and ensure customer satisfaction.
- **Reporting & Documentation:** Review and approve detailed reports on claims statistics, outstanding reserves, large claims, trends, and outcomes. Maintain thorough records and documentation for audit purposes.
- **Compliance & Regulations:** Stay up-to-date with travel insurance laws, regulations, and industry best practices. Ensure all claims handling practices comply with regulatory standards.
- **Training & Development:** In collaboration with the Trainer, develop training sessions for new and existing team members to improve their claims handling skills and knowledge of insurance policies.
- **Cross-Department Collaboration:** Work closely with other departments (such as customer service, sales, product development) to address claims issues and provide a seamless experience for customers.

QUALIFICATIONS:

- Bachelor's degree (Business or related field preferred) or equivalent work experience.
 - A minimum of 10 years of progressive claims leadership experience (travel insurance claims would be an asset).
 - Proven experience in leading in a high-volume fast-paced claims environment.
 - Strong understanding of insurance policies and claims processes.
 - Excellent leadership, communication, and interpersonal skills.
 - Strong analytical and problem-solving skills.
 - Ability to work well under pressure and handle complex claims with tact and professionalism.
 - Detail-oriented with excellent organizational skills.
 - Proficient in claims management software, Microsoft Office Suite, and related tools.
 - Insurance designations or certifications are an asset.
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Key Attributes:

- Customer-focused with a commitment to delivering outstanding service.
 - A strategic thinker who can manage both immediate issues and long-term improvements.
 - Strong ethical standards and attention to detail.
 - Ability to stay calm under pressure and manage multiple priorities.
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Working Conditions:

- Office-based, with occasional travel; eligible for hybrid program (3-days in office) after training.
 - Occasional overtime may be required to meet claim deadlines or address urgent issues.
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Please submit resume and cover letter to HR@orican.com. We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Old Republic Canada is an equal opportunity employer. Accommodation will be provided for qualified applicants with a disability throughout all parts of the hiring process. If you require an accommodation due to a disability, please contact Human Resources and we will work with you to determine an appropriate accommodation. Applicants need to make their needs known in advance.