



## **Title: Claims Manager**

**Location: Surrey**

### **Job Summary:**

Reporting to the Insurance Manager, this position is responsible for the overall management and resolution of claims for the FortisBC group of companies (including FortisBC Inc., FortisBC Energy Inc. (FEI) FortisBC Holdings Inc., FAES and FortisBC Midstream)

### **Key Accountabilities:**

Responsible for assessing scope, causes, complexity and loss amount as well as determining legal obligation to indemnify a claim with considerations of potential loss minimization measures that benefit all concerned.

Manage claims portfolio for FortisBC Inc. and FortisBC Holdings companies including both Property and Liability losses. May also include claims management for Directors & Officers Liability, Employment Liability, Cyber and Privacy Liability, Crime, Fiduciary Liability, Non-owned Aviation and Operators Extra Expense (Aitken Creek Gas Storage) claims.

Work within requirements of insurance policies in place and/or obligations presented within legal settings provided to resolve the claim.

Negotiate settlement of claims with insurers.

Negotiate settlement and collection of system damage claims in excess of \$5,000 for FEI including the requirement to file legal claims and represent FortisBC in court as needed.

Negotiate settlement of system damage claims for FortisBC Inc involving external legal representation and adjusters.

Oversight of Fortis Inc. Third Party Adjustment (TPA) agreement (ClaimsPro). Responsible for maintaining relationship with TPA. Fortis Inc. TPA covers adjustment of all claims on behalf of Fortis Inc.; including FortisBC.

Settlement negotiations with claimants and approval of payments for all losses under Self Insured Retention (SIR).

Develop and manage working relationships with internal and external stakeholders including Operations Management team, Legal, Fortis Inc. Risk Management Group, external lawyers, adjusters, brokerage firms, claimants and contractors.

May perform other claims or insurance assignments as required.

### **Education and Experience:**

Degree in Business Administration, General Insurance and Risk Management, or a related discipline, plus seven (7) years related experience or an equivalent combination of education, training and experience.

CIP (Chartered Insurance Professional) designation required. Certification in risk management (CRM) or Licensing in broker/agent/adjuster would be an asset

### **Technical Competencies (Role Specific):**

- Thorough knowledge of contract language, claim process and legal requirements of contracts across a variety of contract types
- Strong negotiation skills
- Demonstrated knowledge of law and insurance
- Knowledge of the Utility Industry
- Knowledge of best practices in financial analysis, planning and modeling
- Knowledge of regulatory legislation, processes, principles and constructs
- Excellent presentation, oral and written communication skills
- Intermediate level computer skills in Microsoft Office Suite including expertise in MS Excel
- Strong working knowledge of SAP applications and related financial options, together with working knowledge of Business warehouse applications and reports

### **Leadership Competencies:**

- **Safe** – Lead others in understanding, accepting and demonstrating safety standards and procedures.
- **Customer Centric** – Motivates others to innovate and create opportunities that make it easy for customers to do business with us. Engages others in discussing customer needs and improvement ideas.
- **Collaborative** – Encourages input and objectively bridges competing values to find the best solution.
- **Respectful** – Fosters a climate of transparency trust and respect among others and in all partnerships.
- **Progressive** – Encourages new ideas from all leaves. Ensures change initiatives are communicated effectively to support organizational priorities and monitors their successful implementation.