

## Claims Analyst, Real Estate

Real Estate Insurance Exchange (REIX)

Calgary, AB

### Job Details

Job Type: Part-Time

#### Who We Are

The Real Estate Insurance Exchange (REIX), established in 1991 by the industry for the industry, has become a cornerstone for real estate practitioners in Alberta and Saskatchewan. We are the mandatory provider of errors and omissions insurance to all licensed to trade in real estate or manage property (other than condominium property management) REIX has a strong emphasis on supporting our insureds through a risk management and loss prevention program. We are committed to providing ongoing career development opportunities and fostering an environment where voices are diverse, behaviors are inclusive, actions drive equality, and our people feel a sense of belonging

For more information, please visit our website at [www.reix.ca](http://www.reix.ca).

#### Why Work for REIX?

At REIX, we know that employees are fundamental to our success as an organization. We take pride in hiring relationship builders who embrace teamwork, personal growth and development, and truly want to help our organization succeed. As part of our “employee experience,” we provide a competitive compensation package and access to a comprehensive range of training and development opportunities.

#### Position Description:

We are seeking a highly skilled **Claims Analyst** to join our team at REIX on a part-time basis to begin. As a Claims Analyst, you will play a critical role in handling litigated errors and omissions claim specific to trading in real estate and property management of low to moderate exposure and complexity.

#### Responsibilities will include but are not limited to:

- Review claim documents and investigate to analyze coverage, liability, and damages
- Draft appropriate coverage position correspondence addressing liability and damages and address coverage with insureds, brokers, defence counsel, REIX management, mediators, and judges as necessary
- Deliver exceptional customer service by building and maintaining relationships with insureds, brokers, and external partners
- Ensure claim and file management complies with REIX Best Practices as well as the insurance regulatory frameworks
- Proactively manage litigated files through external defence counsel
- Prepare and develop strategy for resolution of claims. Ensure that claims are timely and appropriately reserved

- Attend and participate in mediation/settlement conference
- Provide claims insights to REIX risk management and collaborate with Risk Management Advisors to identify trends and claim issues
- Protect REIX's reputation by keeping claims information confidential

**Requirements:**

- An undergraduate degree, or related insurance designation and 3 or more years of experience with handling Claims in the insurance industry
- Knowledge of professional liability insurance
- Basic understanding of the real estate industry and real estate transactions in the residential, commercial and property management areas
- Negotiation experience
- Customer service experience
- Microsoft Office experience
- Strong verbal, written, and interpersonal communications skills

We thank all applicants for their interest in joining our team, please note that only those selected for an interview will be contacted. The successful candidate will be required to complete all applicable background checks (which may include, criminal, identity, educational and/or credit) and professional reference checks satisfactory to the REIX.)

Please submit your resume and cover-letter detailing why you are the best candidate for this role to [careers@reix.ca](mailto:careers@reix.ca).