



building trust. driving confidence.



We're driven to ensure the well-being of drivers. We're working to keep rates low as possible, delivering excellent service consistently, and proactively partnering to reduce crashes and loss.

Title: Claims Support Assistant
Location: Various
Employment Type: Temporary Full-Time

Position Highlights

We are looking for dynamic, proactive and organized administrative support professionals to join our team and provide general administrative support to our Claims Department. Your administrative experience and customer service skills are essential in this fast-paced, service oriented environment.

Position Requirements

Your responsibilities may include:

- Greeting customers and responding to enquiries in person and on the phone
- Performing a variety of administrative support functions such as filing, sorting mail, paying bills and arranging meetings
- Preparing and reviewing reports and documents for accuracy and error correction
- Completing correspondence and memos
- Maintaining and updating all statistical documents
- Assisting in opening, maintaining and closing claim files
- Recording and sorting customer belongings retrieved from vehicles
- Preparing file documents for records retention.

Your qualifications will include:

- A minimum typing speed of 55 net words per minute with a 90% accuracy level
- Strong customer service skills
- Initiative and good judgment to be proactive and determine priorities
- Ability to multi-task, prioritize and to be flexible to adapt to changing work demands, volumes and schedules
- Attention to detail and focus on accuracy
- Good verbal and written communication skills
- Proficiency with relevant computer applications including Microsoft Word, Excel
- High school graduation and some combination of coursework in Administrative program and/or experience in an office environment
- Dicta-typing proficiency is an asset.

Position Information

As a valued member of the ICBC team, you will thrive in a performance-driven environment that emphasizes employee leadership and accountability for delivering results. Anticipate a competitive salary, comprehensive benefits and a challenging work environment.

If you are ready to join a driven team, we would love to hear from you. For full details on this and all other current positions visit www.icbc.com.

ICBC is a welcoming, equal opportunity employer, and invites applications from all qualified candidates.