

BILINGUAL TRAVEL CLAIMS EXAMINER (French/English)

SUMMARY OF JOB FUNCTIONS:

The primary role of the Bilingual Claims Examiner is to review, analyze, investigate, and authorize payment of French and English Travel Claims within authority guidelines. The examiner determines payment by referring to policy coverage and limits and determines a course of action (payment, further investigation, or denial).

RESPONSIBILITIES:

- Reviews claims and extracts information for processing.
- Checks claims against appropriate policies. Interprets policy provisions based on individual circumstances.
- Verifies, corrects, and completes claims information by telephone, letter, or personal contact.
- Interacts with claimants, agents, hospitals, doctors and lawyers.
- Conducts investigations and gathers supporting documentation on individual claims.
- Calculates benefits payable.
- Approves or denies claims in accordance with established procedures.
- Reviews French claims correspondence as required.

MINIMUM QUALIFICATIONS

Education:

- post-secondary education or related insurance studies/designation, or equivalent work experience

Skills, Knowledge, Experience:

- Excellent analytical skills.
- Excellent French and English verbal and written communication skills; ability to interact with a variety of people.
- Ability to accept direction but also to take initiative on investigations and paperwork.
- Ability to work independently.
- Ability to maintain confidentiality in all matters.
- Customer service oriented.
- Ability to make decisions and handle pressure in a fast paced environment.
- Excellent Word and Excel skills.
- Strong knowledge of medical conditions and terminology plus interpretation and application of financial documentation is a plus.
- Travel insurance experience is preferred.

Please submit a 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.