



THE CORPORATION OF NORFOLK COUNTY – JOB POSTING

Posting #: NU 7.26 (1 vacancy)

Title: Risk and Claims Coordinator

Job Code: 5SSRCS

Status: Permanent Full Time (35 hours per week)

Employee Group: Non-Union

Wage: \$72,594 to \$94,371 per annum (under review)

Division: Corporate Services

Department: Finance

Reports To: Manager, Risk and Insurance

Location: County Administration Building (Simcoe, ON) (potential for remote work based on operational needs)

Posting Period: February 20, 2026 – March 9, 2026

How to Apply:

Follow the link below for the application process through Google Chrome or Microsoft Edge:

<https://apply.workable.com/j/37257EF4A0>

- Ensure the file extension for your resume document is .doc, .docx or .pdf
- If you are electing to include a cover letter, the cover letter and resume must be uploaded as 1 file.

Find out more information about Norfolk County here: [Employment at Norfolk County - NorfolkCounty.ca](https://www.norfolkcounty.ca)



Basic Function:

Provides administration and oversight of the corporate claims management and damage cost recovery programs; assists with the management and administration of the County's insurance portfolio; and supports corporate risk management strategies and initiatives.

Knowledge and Experience:

- Post-secondary education in business, public administration, insurance, risk management or related fields.
- Minimum of three (3) years of insurance claims adjusting and risk management experience, preferably within a municipal or public-sector environment.
- Completion of the Chartered Insurance Professional (CIP) designation, or actively working toward completion with completion expected within 3 years from date of hire
- Completion of the Canadian Risk Management (CRM) designation will be considered an asset.

Skills and Abilities:

- Thorough knowledge of the principles, practices and procedures of municipal insurance, claims adjusting, underwriting, and risk management.
- Sound research, analytical, problem-solving and negotiating skills, while maintaining a high degree of accuracy and professionalism.
- Ability to exercise discretion, judgment and work independently, with a high degree of integrity due to considerable exposure to confidential information.
- Proven multi-tasking skills with an ability to handle multiple projects and rapidly changing priorities while maintaining effective working relationships with County staff at all levels.
- Strong oral and written communication skills.
- Demonstrated ability to deliver effective presentations and training sessions.
- Experience with pre-trials, trials, and mediations considered a strong asset.
- Demonstrated expertise with ClearRisk™ software is considered a strong asset.

- Must be aware of safe work practices as they relate to job responsibilities and work environment, and have the basic understanding of the Occupational Health and Safety Act
- Valid Ontario driver's license and access to a reliable vehicle

Position Description:

- Responsible for adjusting all assigned self-insured corporate claims, including first and third-party losses, from inception through resolution.
- Investigates, negotiates, and resolves liability claims made against the corporation, including bodily injury and property damage claims, within delegated authority.
- Conducts on-site claim investigations, including scene examinations, and obtains statements from claimants, internal staff, and witnesses to assess legal liability.
- Develops, coordinates, and administers the corporate damage cost recovery and subrogation program to ensure effective recovery of monies owing to the County from responsible third parties.
- Manages and monitors insurance-referred claims to ensure they are handled effectively, economically, and in the County's best interest.
- Coordinates the gathering of internal and external documentation and evidence for the investigation and defence of claims.
- Liaises and coordinates with internal staff, third-party claimants, insurance adjusters, legal counsel, insurers, and insurance providers to investigate claims, assess exposure and liability, and support effective claim resolution.
- Coordinates and manages small claims court actions, acting as the corporate representative and providing settlement instructions as required.
- Reviews and analyzes relevant productions, including expert reports, legal reports, medical records, repair estimates, and other supporting documentation.
- Maintains accurate internal claim reserves and tracks all claim details within the risk management system to ensure complete and accurate file management.
- Attends claim litigation, mediation, and arbitration proceedings as client representative for the Corporation, as required.
- Reviews incident reports and claims with internal departments to identify potential risk exposures and provide recommendations to reduce the frequency and severity of future losses.

- Identifies and evaluates potential operational risk exposures and loss trends to recommend risk mitigation strategies to staff at all levels to minimize risk in all service areas.
- Reviews and evaluates internal projects, insurance certificates, insurance requirements, contracts, tenders, and policies to ensure they appropriately support corporate risk mitigation and risk transfer strategies.
- Conducts periodic reviews of department operations, activities, and processes to identify and resolve potential risk exposures.
- Conducts risk inspections of County facilities and operations to identify hazards, prepare findings reports, and provide risk analysis recommendations for loss prevention.
- Develops, coordinates, and delivers risk management and loss control seminars and training programs for internal departments, promoting progressive risk management objectives, principles, and techniques across the corporation.
- Assists with insurance program renewals and procurement, and supports the administration, monitoring, and financial oversight of the self-insurance reserve fund.
- Supports the administration of the certificates of insurance tracking and approval process.
- Supports the tracking and maintenance of insured values of corporate assets to ensure accurate insurance coverage.
- Assists with the development and ongoing review of insurance, claims, and risk management policies and procedures.
- Coordinates with internal departments to determine required insurance coverage and proactively advises insurance brokers and providers of additions, deletions, or coverage changes.
- Prepares and delivers written and verbal reports, policies, procedures, and recommendations to staff at all levels, Council, external agencies, and the public, as required.

- Assists in the preparation and monitoring of the annual insurance and risk management budget, including external premiums, self-insured reserves, and risk management initiatives.
 - To perform other related duties as assigned.
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The Corporation of Norfolk County is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.

Successful applicants are required to provide the Employer with a current Criminal Record Check, including a Vulnerable Sector where required and verification of education.

Thank you for your interest in this position. Only those to be interviewed will be contacted.