



BUILD A CITY. BUILD A FUTURE.



CLAIMS & RISK LEAD

*As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future** at the City of Surrey.*

EMPLOYMENT STATUS

Exempt – Regular Full-Time

SCOPE

The Claims & Risk Lead independently manages, investigates, and resolves medium to high complexity liability claims to minimize the City's financial, legal, and reputational risk.

This role serves as a technical expert and trusted advisor, providing guidance to departments on claims trends, liability exposure, and risk mitigation strategies. This position plays a critical role in supporting effective risk management and protecting the City's financial sustainability.

RESPONSIBILITIES

- Independently manage a portfolio of medium to high complexity liability claims, including investigation, liability assessment, and settlement negotiation
- Analyze and interpret legislation, bylaws, contracts, and policies to support defensible claims decisions
- Provide technical advice to departments on liability exposure, claims trends, and risk mitigation strategies
- Collaborate with legal counsel, insurers, and subject matter experts to resolve complex and non-routine claims
- Support litigation processes, including preparing reports; preserving evidence; assisting with mediations, trials, and hearings; and helping develop legal strategies
- Act as a technical resource on complex claims
- Exercise independent judgment in evaluating liability, estimating claim value, and determining settlement strategies
- Identify emerging trends and recurring issues, and recommend process improvements and risk mitigation measures
- Coordinate investigations and engage internal or external resources as required.
- Liaise with internal departments (e.g., Planning & Development, Engineering, Parks, Recreation & Culture) to gather information and support claims resolution
- Communicate with legal counsel, third-party representatives, and contractors to negotiate settlements and resolve disputes
- Escalate claims involving significant financial exposure or heightened legal or reputational risk
- Mentor and provide day-to-day assistance to junior team members

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QUALIFICATIONS

- University degree or diploma in business, law, risk management, or a related field
- Completion or substantive completion of Chartered Insurance Professional (CIP), Canadian Risk Management (CRM) or equivalent designations
- Minimum 5 years of experience handling liability claims, including files with litigation exposure
- Specialized training in claims and insurance principles would be an asset
- Advanced knowledge of claims adjudication, insurance and liability principles as well as general knowledge of litigation proceedings
- Strong analytical skills, with the ability to interpret complex reports, legislation, and contracts
- Excellent negotiation and conflict resolution skills
- Proven ability to exercise sound judgment in high-stakes and sensitive situations
- Strong communication and stakeholder engagement skills
- Capacity to manage high-volume, medium to complex caseload with competing priorities
- Ability to identify trends in claims data and recommend risk mitigation strategies
- Valid BC driver's license

OTHER INFORMATION

Pay Grade: P2

Rate: \$115,641 - \$136,048

Successful applicants must provide proof of qualifications.

APPLY

If you are interested in this opportunity, please apply at <https://www.surrey.ca/careers>, Job ID 7221.

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