

CLAIMS & RISK SPECIALIST

REGULAR FULL-TIME

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 Fulltime

SCOPE

Reporting to the Manager, Risk Services, the Claims & Risk Specialist will be responsible for the investigation, adjudication, and settlement for claims as well as providing advice on risk management and insurance related inquiries.

RESPONSIBILITIES

As the Claims & Risk Specialist, you will:

- Review property damage, liability and other incident files, set up quantum and liaise with claimants
- Work under limited supervision of the Manager, Risk Services, receiving technical guidance as required from the Claims & Risk Lead
- Manage files related to the recovery of funds owed to the City arising from damage to City property
- Collaborate with legal teams, external adjusters, and insurance providers to negotiate settlements including litigation files as required
- Maintain current and accurate records regarding file updates, changes and client interaction
- Deliver quality service and facilitate prompt and equitable settlement of claims within the parameters of corporate policies and standards
- Assist in developing risk management protocols and safety measures to prevent future incidents
- Review of insurance certificates to ensure City coverage requirements are met
- Perform other related job duties

QUALIFICATIONS

- Post-secondary diploma or degree in Business Administration, Risk Management or related field.
- Chartered Insurance Professional (CIP) or Canadian Risk Management (CRM) Designation preferred.
- A minimum of 2 - 5 years related experience in claims, insurance, or risk management.
- A valid BC driver’s license.
- An equivalent combination of education and experience may be considered.

KNOWLEDGE, SKILLS, ABILITIES

- The ability to interpret complex documents of a legal nature and perform and understand numerical calculations including analysis of comparative information.
- Effective analytical skills, including identification of cause-and-effect dynamics and a strong ability to draw valid conclusions.
- Advanced verbal communication including listening, interviewing, negotiation, and ability to tailor approach to audience.
- Advanced written communication including writing ability of a technical nature.
- Strong interpersonal skills allowing for effective dialogue and dealing with conflict and difficult situations.

- A proactive and positive approach to customer service ensuring that all inquiries are effectively managed in a timely manner.
- Excellent attention to detail.
- Demonstrate organizational ability to prioritize and manage conflicting priorities in an effective manner.
- Be aligned with the City of Surrey's Core Values of Community, Integrity, Innovation, Teamwork, Service.
- Knowledge and understanding of insurance business, claims handling process and legislation impacting decision making process such as contract law, common law and provincial statutes.

OTHER INFORMATION

- This position is located at the Surrey Operations Centre.
- Successful applicants must provide proof of qualifications.
- Salary Information: P1 $96,214 - $113,193/YR.

APPLY

If you are interested in this opportunity, please apply at www.surrey.ca/careers Job ID 7422.

This posting closes on December 31, 2026.