

Bilingual Claims Specialist

Reference No.:	1D0A5
Language:	Advanced English, Advanced French
Location:	Mississauga-Ontario
Salary:	55K - 60K
Benefits:	Included
Account Manager:	Marijke Kanters
Email:	resumes@nevia.com
Job Type:	full time permanent

Description

Great new opportunity within the Insurance industry. We are seeking a detail-oriented and customer-focused Bilingual Insurance Claims Specialist to assist clients across Canada. The ideal candidate will be fluent in English and French and possess excellent communication skills to assist clients in processing their insurance claims efficiently. This role requires a strong understanding of insurance policies, claims procedures, and the ability to provide exceptional customer service in multiple languages. Full time, permanent position. In Office position in Mississauga Head Office location. Hours: Monday - Friday (8.30 am - 5.00 pm). Salary: 55K - 60K, full benefits, RRSPs.

Responsibilities

- Answer incoming calls, respond to emails & chats in regards to general inquiries regarding policy coverage
- Review, process, and analyze insurance claims in compliance with company policies and industry regulations.
- Communicate appropriate in a professional manner with empathy based on the situation
- Communicate with policyholders, claimants, medical professionals, and third parties to gather necessary information.
- Provide bilingual customer support, explaining policy coverage, claim statuses, and resolution steps to clients.
- Investigate claims by gathering relevant documentation, reviewing reports, and collaborating with adjusters.
- Identify fraudulent or suspicious claims and escalate as needed.
- Maintain accurate data entry and ensure accurate documentation into the claims management system.
- Work closely with internal departments to facilitate claim resolution and ensure customer satisfaction.
- Maintain confidentiality of sensitive customer information in compliance with company policies and legal requirements.
- Stay updated on industry regulations and best practices to enhance claims handling efficiency.

Qualifications

- Must be fully Bilingual in both English and French (spoken and written)
- Bachelor's degree in Business, Insurance, or a related field preferred.
- Previous experience in insurance claims processing, customer service, or a related field is highly desirable.
- Strong knowledge of insurance policies, claim procedures, and industry regulations.
- Excellent verbal and written communication skills.
- Ability to handle sensitive information with discretion and professionalism.
- Strong problem-solving skills and attention to detail.
- Proficiency in Microsoft Office Suite and claims management software.
- Ability to work in a fast-paced, team-oriented environment.

If you are a skilled bilingual professional with a passion for assisting clients and managing insurance claims efficiently, we encourage you to apply and join our dynamic team!