



Claims Assistant

Location: Fredericton, New Brunswick

Department: Claims

Reporting Line: Leader, Claims

Job Summary

The Claims Assistant plays a critical role in supporting the daily operations of the Claims Department. This position involves managing a diverse range of administrative, clerical, and technical tasks to ensure the accurate processing of insurance claims, financial settlements, and essential documentation. The ideal candidate is a highly organized, detail-oriented professional capable of balancing time-sensitive deadlines with a commitment to accuracy and clear communication.

Key Responsibilities

- **Claim Intake & Documentation:** Monitor the claims inbox and website for new loss reports and receive direct reports from policyholders via telephone with empathy. Open claim files accurately in TITAN, including coverage details and deductibles, ensuring regulatory compliance is met prior to assigning them to an adjuster.
- **File Management & Administration:** Issue prompt claim acknowledgments to agents and ensure incoming documentation is accurately matched to files for examiner review. Maintain internal spreadsheets to ensure data integrity and provide administrative support to the department while upholding UGIC's core values.
- **Financial Processing:** Process settlement and expense cheques as requested, ensuring payments meet daily signature deadlines. Coordinate outgoing mail and maintain accurate logs, including date stamps and delivery methods to support transparent and compliant financial record-keeping.
- **Glass Claims:** Manage glass-specific claims by confirming policy coverage and deductibles while validating repair costs through NAGS. Issue authorizations as required and document all claim activity in internal tracking systems to ensure accurate records.

Skills and Qualifications

Education & Experience

- High School Diploma required; Business or Administration College or University Degree preferred.
- 1-2 years of professional experience in a business or administration role is an asset.
- Insurance industry experience is strongly preferred, however it's not mandatory.

Technical Skills

- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, Teams).



- Familiarity with insurance management systems, document management tools, and databases or CRM platforms is highly valued.

Key Competencies

- Attention to Detail: Strong accuracy in reviewing documents, identifying discrepancies, and entering data.
- Communication Skills: Effective verbal and written communication for engaging with colleagues, agents and vendors.
- Organizational Skills: Ability to manage multiple tasks, meet deadlines, and prioritize work efficiently.
- Teamwork & Collaboration: Comfortable working independently as well as within a team-oriented environment.

Working Conditions

- Office-based role with regular interaction across multiple departments and external partners in a fast-paced environment.

Professional Development

- UGIC supports all employees in furthering their education through the Canadian Insurance Institute.
- All UGIC staff have full access to the LinkedIn Learning platform, which offers a variety of courses to enhance knowledge and skills.
- Mentorship and career development support is available, leveraging employee extensive experience and professional expertise.

To Apply: If you are interested in this position, please send your resume to Yogakrishna.vgp@ugic.nb.ca

We appreciate all applications, only those selected for an interview will be contacted.

Deadline for submissions is **May 3, 2026**.