

stewart title®

Stewart Title Guaranty Company is a leader in the Canadian title insurance industry and is headquartered in Toronto with offices located from coast-to-coast. Best known for its innovative technology systems that enhance the real estate closing process, Stewart Title helps lawyers increase efficiency and decrease costs by offering value-added title insurance products for residential and commercial properties.

At Stewart Title, our motto is *magnificent service by inspired professionals*. We offer a challenging and team-oriented environment, as well as a competitive salary and complete benefit package.

We are currently recruiting for a **Field Customer Service Representative** to join our Claims Department in the Toronto office. This position plays an integral role in our company's dedication to Customer Service excellence.

Responsibilities:

- Receiving and investigating claim inquiries
- Evaluating claim inquiries with respect to coverage under a policy contract
- Determining and acting upon the appropriate resolution to claim inquiries
- Preparing coverage/denial letters and other correspondence
- Liaising with Insureds and outside counsel
- Fielding client calls including responding to inquiries and questions
- Liaising with other departments within the organization when necessary
- Providing high quality service to clients
- Other duties as required or assigned

Skills & Requirements:

- Minimum 5 years of excellent customer service experience
- Post-secondary education (university degree or college diploma)
- Law Clerk or Legal Assistant Diploma/Certificate not required but is an asset
- Knowledge of residential and/or commercial real estate transactions is an asset
- Must possess strong communication, negotiating, and time management skills both verbal and written
- Excellent interpersonal skills
- Professional phone manner
- Ability to multi-task and meet tight deadlines
- Ability to work well in a team as well as independently as required
- Have working knowledge of Microsoft Office Suite (Outlook, Word & Excel)

To pursue this opportunity please forward your cover letter and resume to the HR Department via email (INTLresumes@stewart.com) or alternatively via fax 416-981-7214. Please make sure you include the position you are applying for and salary expectations in the cover letter.

Stewart Title is committed to accommodating persons with disabilities. If you require accommodation during any aspect of the application process, please let us know. We can be reached by:

- Email (INTLresumes@stewart.com)
- Telephone: 416-307-3300 (please ask to speak to a Human Resources representative)
- Mail: 200 Bay Street, Suite #2600, Toronto, ON M5J 2J2
- Fax: 416-981-7214

Privacy:

Your privacy is important to us. We consider and define Personal Information as any data relating to an individual, whether it relates to his or her private, professional or public life. It can be anything from a name, a photo, an email address, bank details or posts on social media. We only collect, store, use and disclose Personal Information from prospective and current employees for legitimate employment, legal, and business purposes. You can learn more about how we handle and process your personal

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information in relation to our recruitment process by making a request to our Human Resources department.

Thank you to all applicants for your interest. Please note, only those that are under consideration will be contacted.