



## Waterloo Region Municipalities Insurance Pool Job Posting



**Date:** June 10, 2025  
**Position:** Risk and Claims Administrator  
**Positions Available:** One (1) Permanent Full Time

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The Waterloo Region Municipalities Insurance Pool (“WRMIP”) is comprised of the Cities of Cambridge, Kitchener, Waterloo, the Townships of North Dumfries, Wellesley, Wilmot and Woolwich, and the Region of Waterloo.

WRMIP is seeking one (1) permanent full-time Risk and Claims Administrator due to a vacancy.

### **Purpose of position and profile:**

Reporting to the Risk Manager, this position is responsible for the development and implementation of processes for efficient and effective administration of claims and risk management functions. The successful candidate will create databases and other systems to provide data management and reporting systems, as required. This role will include setup and maintenance of claims data using Claims Handling software (current software is “ClearRisk”) and development of extended reporting systems to provide customized reporting on municipal loss statistics.

### **Responsibilities:**

- Perform quarterly claims data transfers to actuarial consultants and insurers
- Development and maintenance of data for recording and billing of in-house adjusting fees
- Perform quarterly billing to each municipality, ensuring that charges are appropriately allocated in accordance with each claim’s deductible
- Analyze, approve, and maintain contract-related Certificates of Insurance
- Maintain and produce Certificates of Insurance requested by the municipalities for leases, Provincial grants, builder’s risk, municipal events and other functions as needed
- Manage payments on claims and reserves on claims and issues cheque requisitions for claim payments and department expenses
- Calculates amounts owed to municipalities by WRMIP (or owed by municipalities to WRMIP) when claims close in accordance with claim’s deductible and applicable HST rebate entitlements
- Record and track insured values and inspection data for municipal Property assets
- Respond to inquiries from the public, municipal departments, and third-party insurers
- Develop, maintain, and utilize records archiving system, ensuring that appropriate retention and destruction schedules are met
- Review incident reports from municipal facilities, identifying potential liability and risk exposures for the Risk Manager and Risk and Claims Analysts
- Liaison with IT department for Claims Management program revisions
- Creation of forms for use by WRMIP and other municipal departments
- Assist with Advisory Board meetings, including Agenda and Minutes preparation
- Participate in various activities for process improvement and establish workflow improvements, as required by organizational and business changes, as they occur and/or Pool initiatives or Standard Operating Procedures
- Miscellaneous administrative duties and backup to the Administrative Assistant
- Other duties as assigned

**Education, Skills and Qualifications:**

- A minimum of five (5) years progressive risk management/insurance administration experience
- Knowledge of insurance concepts and terminology, and experience working with Certificates of Insurance
- Completion of Insurance Institute of Canada and/or Canadian Risk Management program courses, or in progress
- Demonstrated computer skills with experience in Microsoft Office, including ability to perform queries on external datasets
- Proficient analytical, mathematical, problem-solving and time management skills
- Knowledge and proficiency in ClearRisk Claims Handling Software is an asset
- Demonstrated interpersonal, verbal and written communication skills, and public relations skills
- Must be able to maintain a high level of confidentiality
- Valid Class G Driver's License, licensed to drive in Ontario, and use of a vehicle
- A clean Criminal Record Check is required upon hire

This position offers a comprehensive benefit package and an annual salary range of \$65,661.10 to \$77,054.64.

**Hours of Work and Working Conditions:**

- Normal hours of work are 35 hours per week
- Primary employment location will be at the City of Kitchener (City Hall) and as such, employees must comply with City of Kitchener, Township of Woolwich, and WRMIP policies and procedures
- Work is performed in a standard office setting with potential of work from home arrangements
- The nature of the position is public facing (with occasional exposure to unpleasant conditions when dealing with irate claimants)
- Occasional travel to attend meetings or training sessions
- Work is performed to meet deadlines imposed by the Risk Manager and/or other Pool staff

Interested applicants are invited to submit their resume via email to [hr@woolwich.ca](mailto:hr@woolwich.ca) prior to **4:00 pm on Tuesday, June 24, 2025. Please quote job posting 2025-35.**

All applicants are thanked for their interest in these positions, however, only those selected for an interview will be contacted.

The Township of Woolwich is committed to diversity and inclusion and offers an accessible workplace. We are an equal opportunity employer and are committed to meeting the needs of applicants during all phases of the hiring process. This document is available in alternate formats, or with accessible communication supports, upon request