

Claims Administrator Coordinator – Job Description

Location: Victoria, BC

Type: Full-Time | Permanent (Onsite work)

Salary range: \$45,000 - \$48,000

Position Summary

The Claims Administrator Coordinator is responsible for supporting the daily administration of claims operations by managing claim intake, maintaining claim documentation, coordinating correspondence, providing reception support, and ensuring efficient file management.

The position requires exceptional attention to detail, strong organizational skills, professionalism, confidentiality, and a customer-focused approach.

Key Responsibilities

Claims Intake & File Administration

- Create and open new claims in the company system.
- Ensure accurate claims data entry and documentation linkage.
- Process several incoming claims daily.
- Prepare claim acknowledgements and related correspondence using approved company templates.
- Ensure opening documentation is completed and filed according to company procedures.
- Record and update claim opening charges and time logs.
- Create and maintain claim file labels.
- Organize, maintain, and update physical and electronic claim files.
- Retrieve documents and provide file support to adjusters and staff.

Administrative Support

- Prepare, edit, proofread, and distribute documents and correspondence.
- Perform high-volume data entry with accuracy.
- Scan, upload, print, and file documents.
- Maintain organized filing and records management systems.
- Order office and administrative supplies.
- Support operational and administrative projects as assigned.

Correspondence & Mail Management

- Receive, sort, and distribute incoming mail and courier deliveries.
- Manage outgoing mail, courier shipments, and priority post.
- Prepare envelopes, mail packages, and mailing labels.
- Ensure timely distribution of claim correspondence.

Reception & Customer Service

- Greet clients, visitors, vendors, and contractors professionally.
- Maintain a clean, organized, and welcoming reception area.
- Answer and direct incoming phone calls through a multi-line system.

- Respond to email and in-person inquiries.
- Take accurate messages and route requests appropriately.
- Provide excellent customer service to clients, insurance partners, and stakeholders.

Operational Support

- Coordinate after-hours adjuster scheduling.
- Assist with phone system administration, including forwarding and holiday scheduling.
- Collaborate with adjusters, managers, and administrative staff.
- Support workflow coordination and office efficiency initiatives.
- Perform other duties related to the position as assigned.

Qualifications

- Post-secondary education in Business Administration, Office Administration, or a related field is an asset.
- Minimum 1-2 years of administrative or office support experience, preferably within the insurance, claims adjusting, legal, or other professional services industry.
- Proficiency in Microsoft Office applications, including Word, Outlook, and Excel.
- Experience preparing professional business correspondence, reports, and documents.

Knowledge & Skills

- Strong data entry and document preparation skills.
- Advanced attention to detail and accuracy.
- Excellent communication skills, both verbal and written.
- Strong organizational and multitasking abilities.
- Proficiency with Microsoft Office Suite (Outlook, Word, Excel, Teams).
- Ability to learn and navigate claims management software.
- Strong understanding of confidentiality and records management.
- Ability to work independently and within a team environment.

Working Conditions

- Primarily office-based work requiring prolonged periods of computer use.
- Occasional lifting of up to 20 lbs.
- Ability to move and organize files and office supplies.
- Ability to work in an office environment and interact directly with clients and visitors.
- Perform other related duties and responsibilities as assigned.