

## **AMRO Canadian FSM Posting**

### **Job Title**

Insurance Adjuster – Auto Physical Damage

### **Job Description & Qualifications**

#### **Position Duties**

American Road Services Company, the insurance claims adjusting component of Ford Motor Credit Company, is seeking to fill a Field Service Manager (Insurance Adjuster) position in the greater Montreal area. This is a keypointed (home based) position responsible for handling auto physical damage claims on vehicles damaged in-transit from the assembly plants and while in dealer inventory throughout Canada.

Position responsibilities include coverage investigations, preparing estimates of damage to establish cost of repairs, subrogation investigations, salvage disposal, fraud investigations, loss prevention reviews and dealer training activities. This also includes tasking assignments out to independent adjusters and appraisers and overseeing their work.

Interested candidates must be willing to travel overnight as required. Normal travel within Quebec is light to moderate. However, travel to other provinces can be extensive (seasonally) to respond to catastrophe losses (hail, windstorm, flood, etc.).

#### **Position Requirements**

- College or Technical School Degree
- One or more commercial lines adjuster licenses (Quebec AMF 5a, 5b or 5c certificate at a minimum)
- Technical/mechanical background or aptitude
- Knowledge of vehicle repair processes and procedures
- Strong computer skills
- The ability to independently plan, organize, re-organize, prioritize and problem solve
- Fluently bilingual (English/French) with excellent written and verbal communication skills
- Strong negotiation skills

#### **Preferred Skills**

- 3-5 years auto physical damage claims adjusting experience
- Computerized estimating system competency
- Excellent customer service skills

The position comes with a company car (new Ford product), expense account and competitive compensation package.

We are looking for individuals with a strong upside that have the potential and interest to grow into management or staff positions in the future.