



## LOSS MANAGEMENT SPECIALIST

<b>POSTING DATE:</b>	July 13, 2020
<b>LOCATION:</b>	Toronto, ON
<b>DEPARTMENT:</b>	Loss Management
<b>REPORTS TO:</b>	Manager, Loss Management
<b>EMPLOYMENT TYPE / AVAILABILITY:</b>	Full-Time / Immediate
<b>CLOSING DATE:</b>	This position will be posted until filled.

### OVERVIEW

Canada Guaranty is currently seeking a **Loss Management Specialist** to join our growing Loss Management team.

Working in a customer-centric environment, the ideal candidate must have effective organizational, communication and problem-solving skills, together with a passion for delivering superior customer service. If you are a proven team player with a track record of strong performance who quickly adapts to change, we want to hear from you.

### KEY RESPONSIBILITIES

- Communicate effectively with lenders and other third-party partners, both verbally and in writing, to provide ongoing updates throughout the Default Management and Claim processes.
- Work with our lender partners to support, educate and provide appropriate default management tools through our Homeownership Solutions Program.
- Educate the Canada Guaranty partners on our guidelines and policies.
- Develop and maintain lender relationships to support successful partnerships.
- Actively participate and contribute to the ongoing development of strategies, policies, and procedures for the department.
- Process and analyze lender Arrears Reports.
- Maintain current knowledge and understanding of industry standards and practices for both Default Management and Claims.
- Preparation of monthly reports.
- Participate in special projects or other duties, as assigned.
- Participate in assisting customer enquiries through the management of the general e-mail and phone lines.





## REQUIRED SKILLS AND EXPERIENCE

- Experience in the following areas: Default Management, Mortgage Recovery, Claims Processing, or Collection processes.
- Knowledge of the Mortgage Foreclosure/Power of Sale process, including legal differences by province, is preferred.
- Familiarity with standard lender/insurer Underwriting Guidelines, Claim Practices, and Default Management Programs.
- Effective communication skills, both verbal and written, with an ability to listen effectively.
- Strong attention to detail.
- Problem solving, analytical and investigative skills are essential.
- Good organizational and interpersonal skills.
- Establish and manage strong working relationships, both internally and externally.
- Manage multiple projects and priorities within defined time parameters.
- Ability to adapt to changes within a fast-paced and time-sensitive environment.
- Presentation skills to share information or provide training, as required, internally or externally.
- Team-oriented with customer-centric approach, with a professional demeanor.
- Goal-oriented to support the individual and/or team goals and targets as defined by management.
- Proficient in Excel and all other Microsoft Office applications.
- Bilingualism preferred (both written and spoken).

## EDUCATION

- College Diploma or University degree in Business or related field preferred.
- Minimum 2 years' experience within the Financial or Mortgage Default Insurance industries.

## HOW TO APPLY

- Please click [here](#) to e-mail your cover letter and resume to [careers@canadaguaranty.ca](mailto:careers@canadaguaranty.ca).

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**NOTE: We appreciate all interest in this position; however, only those selected for an interview will be contacted.** Canada Guaranty is committed to an inclusive and accessible recruitment and selection process. If you are invited to attend an interview and require an accommodation, please advise us in advance of our meeting.

