

August 4, 2010



ACCOUNT and CASE MANAGERS

These progressive positions are intended for junior/middle managers or those having their own small business/agency that can be merged with Whitehall Canada. Account Managers and Case Managers are typically in-house having day to day contact with investigators and clients.

The talented candidate can step into the roles of Senior Case Manager and National Account Manager.

National Account Managers

RESPONSIBILITIES:

- Exclusive Management of both surveillance and background investigations through contact with the investigator and client on a National Level.
- Maintaining contact with and service clients through the inception and completion of a claim on a National Level.
- Ensuring quality control of the investigation and final product
- Ability and desire to travel Nationally, to promote, resolve issues, build new business relationships and work with branch and other managers.

QUALIFICATIONS:

- Motivated with good organization and prioritizing skills
- Excellent and proven communication skills – oral and written
- Proficiency in Microsoft Word and Excel, Adobe and the internet
- Knowledge of insurance claims, including property and casualty, disability and life and health.
- Responsive and action oriented personality
- Minimum 2 years experience in insurance claims case management or investigative.

SERVICE AREA: Vancouver · Toronto · Hamilton

SPECIFICS: Full Time

Senior Case Managers

RESPONSIBILITIES:

- Management of both surveillance and background investigations through contact with the investigator and client.
- Maintaining contact with and service clients through the inception and completion of a claim
- Ensuring quality control of the investigation and final product

QUALIFICATIONS:

- Motivated with good organization and prioritizing skills
- Excellent and proven communication skills – oral and written
- Proficiency in Microsoft Word and Excel, Adobe and the internet
- Knowledge of insurance claims, including property and casualty, disability and life and health.
- Responsive and action oriented personality
- Minimum 2 years experience in insurance claims case management or investigative.

SERVICE AREA: Hamilton

SPECIFICS: Full Time

Assistant or Junior Case Managers

RESPONSIBILITIES:

- Assisting Case Managers with the management of both surveillance and background investigations through all involved administrative duties.
- Assisting in the scheduling of surveillance operatives.
- Maintaining contact with investigators to assist in updating clients throughout the inception and completion of a claim
- Assisting Case Manager in the file editing process, including reporting and invoicing a file.

QUALIFICATIONS:

- Grammar skills and ability to write and edit in Whitehall Canada's surveillance report format.
- Fast typing skills with working knowledge of MS Office Suite, general computer functions and the internet.
- Motivated with good organization, multi-tasking and prioritization skills
- Excellent communication skills
- Knowledge of insurance claims, including property and casualty, disability and life and health with experience in the industry an asset.

SERVICE AREA: Vancouver · Toronto · Hamilton

SPECIFICS: Full Time

All interested and qualified candidates are welcome to apply by forwarding their resumes to hr@whitehallcanada.com.

Management reserves the right to alter this job description at any time without notice.