

Senior Director, Claims Recovery Services**Insurance Corporation of British Columbia (ICBC)**

North Vancouver, BC

The Insurance Corporation of British Columbia (ICBC) is committed to providing customers with the insurance products and services they can count on and the coverage they need. In addition to providing Basic vehicle insurance, ICBC competes with private insurance companies to offer various Optional vehicle insurance coverages, including extended third-party liability, collision, comprehensive and vehicle storage. ICBC is one of B.C.'s largest corporations and one of Canada's largest property and casualty insurers. Its insurance products and services are available through a province-wide network of approximately 900 independent brokers, Government agents and appointed agents.

In February 2020, the Government of British Columbia announced a significant change to the insurance model used by ICBC. Starting in May 2021, ICBC will move from a tort-based insurance model to a care-based model called Enhanced Care coverage (ECC), more commonly referred to as a no-fault insurance in other jurisdictions.

The Senior Director, Claims Recovery Operations will lead ICBC's Claims Recovery Services department, reporting directly to the VP, Claims Recovery & Legal Services, who is accountable to the President & CEO. This department's mandate is to ensure the fair, consistent, and timely adjudication of claims within ECC and to provide access to needed services to assist customers to achieve the fullest recovery possible.

The successful candidate must be a skilled leader who has worked within the insurance industry, in a no-fault care-based insurance context with a demonstrated ability in customer service delivery and to lead transformational change. Will have recovery and disability management experience.

To explore this opportunity further, please click [Apply](#).

At ICBC, it's our job to make sure the car insurance system works for all British Columbians, today and in the future. If you want to make the most of your skills and expertise while growing your career, we want you. A career at ICBC is an opportunity to be part of a talented, diverse and inclusive team that is driven to serve its customers and community. You can expect a competitive salary, comprehensive benefits and a collaborative work environment. If you are reliable and dependable, contact us today to be part of our talented and diverse team as we work together to create an insurance system we can all be proud of.

We thank all applicants for their interest in this position. Please note that we will only be in contact with those individuals moving forward with our client.