

Equipment Specialist

Driven by technology and fueled by innovation, HSB is Canada's premier specialty insurance and applied technology services provider. Offering 150 years of technical and service excellence, we are focusing on emerging trends and unlocking new opportunities for clients. Today, we are accelerating, changing the future of insurance and risk solutions, for a modern world.

At HSB, we value the strengths and contributions of our diverse workforce. We offer continuous learning opportunities, giving you flexibility to grow in your career while enjoying a healthy work-life balance and a collaborative approach in our coast-to-coast network of offices. Become part of a rewarding and impactful experience while seeing first-hand technologies and risk solutions that are changing the way we live and work.

HSB is much more! It's insurance. Engineering. Technology. To learn more about us, please visit www.hsb.ca

Primary Objectives:

HSB is currently seeking a professional to join our team of adjusters as an Equipment Specialist in our Head Office located in downtown Toronto. The Equipment Specialist reviews and analyzes technical aspects of HVAC/Residential Equipment Breakdown claims while establishing the scope of loss and providing assessment options to clients and the claims team. This role is ideal for an Equipment Specialist with a problem solving mindset focused on maintaining and enhancing client relations (internal and external), while strengthening HSB claims capabilities and clients' experiences.

Job Responsibilities:

- Reviews and analyzes equipment breakdown claims to ensure claims are settled in accordance with HSB Damage Determination/ Verification Standard
- Provides consultative support and technical direction to the Claims Adjusters
- Researches pricing and availability of replacement parts
- Validates established scope of loss and assess available options to either repair or replace equipment
- Communicates with repair vendors to facilitate production of reasonable and accurate estimates
- Leverages data and industry resources, and independent knowledge, discretion and expertise to establish and/or create appropriate ranges for loss estimates
- Works with insured and/or repair vendor

- Provides technical training and continuing education to Claims Adjusters to boost technical knowledge within the team.

Qualifications:

- Education or training on HVAC equipment or equivalent work experience (College degree is preferred)
- 3+ years of experience working with HVAC equipment including but not limited to boilers, air conditioning, furnaces and heat pumps.
- 2+ years of HVAC repair, estimator, installation, maintenance or inspection experience preferred.
- Working knowledge of HVAC systems and associated equipment
- Effective communication skills both verbal and written
- Must be a team player and have a passion for collaborating and problem solving
- Multi-tasker and highly organized
- Ability to work with PC environment and computer based applications (Claims management system, MS Office, Outlook e-mail, etc.)
- Highly responsive to internal and external constituents in all mediums (e.g. email, telephone and in person)

Creating and maintaining a work environment that promotes respect, diversity and dignity is important to us. We strive for equality in our workplace, to eliminate employment barriers, and promote a workplace based on principles which align with our company values and promote positive employee practices. We are committed to sustaining our Employment Equity Program to ensure that members of all groups enjoy equal access to jobs and are able to participate and contribute to their fullest potential. Candidates requiring accommodation during any stage of our selection process should advise us of this; we will strive to work with individuals to find a suitable means to meet their needs.

If you are interested in applying for this position, please quote Job Reference **EQSP-1221BW** and please click on the link: [Apply Here](#)

We thank all candidates for their interest; however only those selected for an interview will be contacted.