



## TIPI Insurance Partners

Disability Client Service Representative, Full Time Permanent

Winnipeg, Manitoba

### The Opportunity

TIPI Insurance Partners is seeking a detail-oriented, empathetic, and motivated individual to join our Winnipeg office as a **Disability Client Service Representative**.

This role is intended for candidates with direct experience in disability claims administration, group benefits, or insurance case management. You will be responsible for managing complex disability claims, providing expert-level guidance to plan members, plan administrators, and insurance carriers, and ensuring claims are administered accurately and efficiently from start to finish.

In this role, you will act as a trusted subject matter resource, helping navigate sensitive and often complex disability situations while ensuring compliance with policy requirements and service standards.

### Job Duties and Tasks

#### Disability Claims Management & Client Support

- Manage and monitor short-term and long-term disability claims from intake through resolution, including documentation, follow-ups, and claimant guidance
- Respond to complex inquiries from plan members, plan administrators, and internal stakeholders via phone and email

#### Carrier Coordination & Issue Resolution

- Act as primary liaison between claimants, plan administrators, and insurance carriers (e.g., Canada Life, Wawanesa, Manulife) to manage claims and resolve issues
- Review, interpret, and escalate complex, denied, or delayed claims and coordinate resolution with carriers and internal teams

#### Reporting & Administrative Oversight

- Maintain accurate claims records and documentation, ensuring compliance and completeness
- Prepare reports and correspondence and support ongoing improvements to claims processes and service delivery

### Your Skills

- Strong expertise in disability claims or group benefits administration with ability to manage complex caseloads independently
- Clear, concise, and empathetic communication
- Strong organizational skills with ability to manage competing priorities, deadlines, and sensitive client situations
- Knowledge of Indigenous culture and communities

### Your Ideal Qualifications

- 3–5+ years of experience in disability claims, group insurance, or benefits administration (required)
- Experience working with insurance carriers and interpreting policy language in a high-volume, client-facing environment
- Post-secondary education in HR/business or CEBS/Disability Management certification considered an asset

### What we Offer

- Attractive salary and benefits package
- Group benefits and pension plan
- Opportunities for growth and training

As an Indigenous owned organization, we strive to create a welcoming environment for all, and to continue creating opportunities for Indigenous persons within our industries. Preference may be given to qualified Indigenous candidates.

Please self declare on your application.

## ABOUT THE TIPI GROUP OF COMPANIES

TIPI Insurance Partners is part of the TIPI Group of Companies, which is an economic development engine that drives capacity and employment opportunities for our communities and clients.

Currently, the TIPI Group of Companies is made up of TIPI Insurance Partners, TIPI Insurance Services, Truth and Reconciliation Partnerships, TIPI Legacy HR+, and HQ Benefit Solutions.

We strive to provide products and services that contribute to individual and corporate health, wealth and longevity. Together, we provide professional advisement and access to services in six areas:

- Commercial Insurance
- Group Pension & Benefits
- Group Benefits Administration
- Human Resource Services
- Training and Development
- Talent Search & Recruitment

Our values of Trust, Compassion, Friendship, Social Responsibility, and Professionalism along with the Seven Sacred Teachings are foundational to who we are as a company and the work that we do.

### To Apply:

Please submit your application to [hr@tipipartners.com](mailto:hr@tipipartners.com).

If this isn't quite you (yet), we are always willing to train the right person, or we may have another opportunity for you!