

PERMANENT AND TERM EMPLOYMENT OPPORTUNITY

Integrated Service Associate

Halifax Nova Scotia

It's a time of incredible opportunity for The Workers' Compensation Board of Nova Scotia (WCB), as the organization embarks on a transformational path, guided by a new strategic plan founded in a simple vision – to protect the Nova Scotia workforce. As the Integrated Service Associate, you play a direct role in the overall service experience and support provided by the WCB when Nova Scotians are injured at work, as well as when they work during their recovery. Leveraging significant investments in people, processes, and technology over the past several years, we are committed to working differently in the future to drive greater service experience, innovation, opportunity, and outcomes for Nova Scotians.

About the Workers' Compensation Board of Nova Scotia

WCB is the province's provider of workplace injury insurance. We inform and inspire Nova Scotians in the prevention of workplace injury. But if it occurs, we support those whose lives it touches by championing a timely return to safe and healthy work. We also provide caring, compassionate support in the wake of workplace tragedy.

About the Role

As an Integrated Service Associate on the Integrated Service Centre team, you are often the first point of contact for workers, employers, and external service providers regarding their claims, as well when they make general inquiries regarding the Workers' Compensation Act, policies, and procedures. Through call and document management, you contribute directly to the overall effective delivery of specialized services to our internal and external customers.

The work of an Integrated Service Associate includes a wide range of activities focused on helping WCB clients by telephone and online. Additionally, you play a critical role in the management and movement of documents that support workers, employers, service providers and WCB service delivery teams throughout the course of injury and recovery. To support your work, you will use automated and computerized equipment to input, process and extract data.

Document management involves processing claim-related documents. Processing includes, but is not limited to, claim registration, quality control (ensuring scanned images are legible), document validation (accurately assigning documents to the correct claim file), handling no action and/or medical aid only documents, closing on low risk claims and routing specific types of claims to appropriate caseworkers.

Your Experience & Skills

- Successfully completed an Office Administration or Business Administration program.
- Minimum of one (1) years' experience in a customer service environment.
- Demonstrated experience working with computer software in a customer service setting.
- Previous work experience in a public or private insurance, medical, safety or another related environment is an asset.
- Fluency in French and experience speaking French in a work environment are assets.

We offer a competitive compensation package ranging from \$45,182 – \$56,476.

Application Details

Please email your resume and cover letter as **one** document **with your name and the job title in the document title** (MS Word format) to hrdept@wcb.ns.ca **by 4 pm on October 4, 2024**. In the **subject line of your email, please quote position name: Integrated Service Associate**.

We thank all candidates for their interest. Selected candidates will be contacted to participate in interviews (virtual or in-person). Please note: WCB is required to check all employment references before presenting an offer to the successful candidate.

Diverse & Inclusive Workplace

The WCB Nova Scotia is an equal opportunity employer, committed to an inclusive workplace culture and an accessible work environment where diversity thrives.

The WCB Nova Scotia is the province's provider of workplace injury insurance. Our people are safety champions with a caring, compassionate and can-do-attitude. At the WCB Nova Scotia, every employee is an important contributor to our organization's corporate goals. We strive to advance our inclusive workplace culture by weaving the social, cultural, visible, and invisible differences of our employees into our way of work. We also take inspiration from the diverse communities we serve across Nova Scotia.

We have adopted a foundational Inclusive Workplace Policy that strives to build upon our core values of safety, care and compassion. We stay in practice to increase our cultural competency and strengthen our relationships with community.

The WCB Nova Scotia is committed to an inclusive recruitment process and workplace that is accessible and accommodating to individuals with disabilities and other protected characteristics to support their full participation in the recruitment process and workplace.

Accommodation Request

WCB Nova Scotia is an equal opportunity employer that is committed to working with job candidates and employees to request reasonable accommodation in a confidential manner.

To request accommodation, please contact the Human Resource team by email at hrdept@wcb.ns.ca. All information received will be kept confidential.

To learn more about WCB Nova Scotia, visit www.wcb.ns.ca or connect with us on [LinkedIn](#).