

A CAREER BALANCING WORK LIFE



ACCOUNT MANAGER

The account manager (client services manager) reports to the director, Industry and Labour Services and is responsible for providing industry-focused services to firms that experience high injury rates. Account managers aim to improve employers' overall experience with WorkSafeBC by assisting with claim issues and return-to-work and disability management programs, and facilitating contact with Prevention and other WorkSafeBC resources.

As a qualified candidate, you're able to:

- You've demonstrate the ability to organize a high volume of work by proactively identifying solutions with a focus on service-delivery
- You're highly motivated, well organized, and able to plan and manage service delivery by building strong and effective internal/external relationships
- You have the ability to coach and mentor staff, as is critical to your success in this role

You possess the following experience and educational background:

- A university degree and at least five-years experience in a similar role
- A high level of professional standing in one of the following areas of specialty: claims management, vocational rehabilitation, disability management, or prevention
- Working knowledge of Occupational Health and Safety and Safety Management systems; previous responsibility for customer accounts is considered an asset
- Sound working knowledge of PC desktop software (Word, Excel, PowerPoint) for word processing, spreadsheets and presentations

- Sound working knowledge of PC desktop software (Word, Excel, PowerPoint) for word processing, spreadsheets and presentations

Balance and wellness

As a leader in promoting healthy and safe workplaces, WorkSafeBC believes the health and wellness of our employees depends on a solid work-life balance. As a member of our staff, you'll have access to services that can help you get the most out of work... and life.

- **Health and fitness:** We offer many ways for you to keep healthy and fit. Our Richmond office includes a fitness program offering equipment and classes, and staff outside Richmond is reimbursed the cost of gym memberships.
- **Self-funded leave:** Contribute 20 percent of your salary annually for four years, then take the fifth year off and use your accumulated funds.
- **Care and nurturing:** Take an unpaid leave of absence for the care and nurturing of your children.

More information on this position and information on how to apply is available at www.worksafebc.com/careers.