

A CAREER BALANCING

WORK LIFE



CLIENT SERVICE REP - TELECLAIM

As a Client Services Representative (CSR) in our Teleclaim Contact Centre, you'll be responsible for collecting information from injured workers and acting as a first point of contact for injured workers who are reporting new claims. Duties include assisting injured workers in completing their applications by telephone; addressing customer questions and concerns by providing related information; ensuring that missing or conflicting information is collected and documented on the claims file; and performing other related duties as assigned.

As a qualified candidate, you possess the following skills:

- Ability to work in an environment using decision-making skills, managing high volumes of work, and regular interaction with the public providing exceptional customer service
- Ability to organize, prioritize, and complete a high volume, multi-task workload in an environment that includes changing priorities, time demands, and interruptions
- Ability to clearly, concisely, and accurately explain complex information both verbally and in writing
- Ability to interact with diverse clients in a tactful and objective manner in sometimes sensitive or difficult circumstances
- Ability to pro-actively gather and analyze information, determine relevant facts, apply established policy, and make sound, timely decisions
- General knowledge of current computer applications
- Ability to type 40 wpm net

You possess the following qualifications:

- Grade 12 education

- Recent related work experience in an environment using decision making skills, managing high volumes of work and regular interaction with the public providing exceptional customer service

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.
- **Earned Time Off:** Start with three weeks vacation, plus the ability to add another 13 days off.
- **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.

OPPORTUNITIES AT [worksafebc.com](http://www.worksafebc.com)

WORK SAFE BC

WORKING TO MAKE A DIFFERENCE