

# A CAREER BALANCING

# WORK LIFE



## CUSTOMER CARE AGENT

As a Customer Care Agent in the Claims Call Centre, you'll be the first point of contact for injured workers, employers, the medical community, and advocates contacting WorkSafeBC. Duties include handling incoming phone claims inquiries; addressing client's questions and concerns by providing related information; ensuring that missing or conflicting information is collected through review of the information on file or gathering information which may require outbound phone calls; matching information to validate claims; reviewing claims to determine the appropriate injury code; and performing other related duties as assigned.

### As a qualified candidate, you're able to:

- Ability to independently organize, prioritize, and manage a high volume, multi-task workload in an environment that includes changing priorities, time demands, and frequent interruptions
  - Ability to be customer focused and service oriented
  - Ability to gather relevant information using active listening skills from a variety of sources usually over the phone but also in person or by reading and interpreting information
  - Ability to clearly, concisely, and accurately explain information in a professional and assertive manner, both orally and in writing, at a level appropriate to the audience in situations which may include angry clients
  - Ability to interact in a tactful and objective manner and to build and maintain rapport with a variety of individuals, in sometimes sensitive or difficult circumstances
  - Ability to proactively gather and analyze relevant information and facts in a timely manner
- General knowledge of basic computer applications
  - Ability to type 40 wpm net
  - Ability to apply correct English language skills, grammar and spelling

### You possess the following qualifications:

- Completion of Grade 12
- 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 receive subsidized 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 leave in one or more periods to a maximum of five years 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](http://www.worksafebc.com/careers).

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

**WORK SAFE BC**

WORKING TO MAKE A DIFFERENCE