

A CAREER BALANCING

WORK LIFE



# ENTITLEMENT OFFICER

The entitlement officer is the first point of contact for clients regarding their claims. You will provide timely customer service by managing claims, making entitlement decisions on claims and addressing questions regarding claims decisions and related matters.

**As a qualified candidate, you are able to:**

- Make independent decisions by applying law and/or policy in the decision-making process
- Exhibit excellent interpersonal skills and a high level of professionalism to provide exceptional customer service to clients
- Apply strong organizational, time management, and case management skills to handle a high volume of claims from various workforces
- Effectively liaise and communicate with a wide variety of clients, both orally and in writing, on confidential and sensitive information, using discretion and tact
- Demonstrate an above-average ability to take initiative in complex matters
- Work both independently and in a team environment

**You possess the following experience and educational background:**

- A post-secondary diploma or degree in business, healthcare, communications, science, or a related discipline
- A minimum of 18 months of related experience involving adjudication and independent decision-making, and applying law and/or policy to a set of complicated facts
- Working knowledge of Microsoft Word
- A minimum typing speed of 40 words per minute
- A valid driver's license