

## PERMANENT EMPLOYMENT OPPORTUNITY

### Team Support – Internal Appeals

*Halifax Nova Scotia*

### About the Workers' Compensation Board of Nova Scotia

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. Our employees describe the culture as Collaborative, Evolving, Service-Minded and Team-Focused.



### About the Role

Reporting to the Manager, Internal Appeals, the Team Support – Internal Appeals provides a variety of routine administrative support services that ensure the smooth and efficient day-to-day operations throughout various departments of the WCB. This includes reception duties, handling and resolving inquiries about the status of appeals; assisting in the appeals process by registering incoming appeals and decision statistics on the system; carrying out the duties associated with the Internal Appeals Customer Care Initiative; reviewing and distributing mail; drafting routine correspondence and completing form letters; photocopying files pursuant to policies, including removing information on file that is not relevant to the appealable issue, transcribing dicta-tapes, requiring a minimum typing speed of 40 wpm and excellent grammar skills; ordering office supplies; recording and monitoring statistics for the internal appeals process; and providing administrative support to the department.

### Your Experience & Skills

- Successful completion of an Office Administration or Business Administration program.
- Minimum of one (1) years' experience in a customer service environment.
- Demonstrated experience working with computer software programs in a customer service environment.

**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 (Microsoft Word format) to [hrdept@wcb.ns.ca](mailto:hrdept@wcb.ns.ca) **by 4 pm on March 8, 2024**. In the subject line of your email, please quote competition number: JV 24-24 EXT Team Support – Internal Appeals.

**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](mailto:hrdept@wcb.ns.ca). All information received will be kept confidential.