



## PERMANENT AND TERM EMPLOYMENT OPPORTUNITIES

### Integrated Service Associate

*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

As a member of the Integrated Service Centre team, you play a direct role in the overall service experience and support provided by the WCB when Nova Scotians are injured at work, as well as when they work during their recovery. As an Integrated Service Associate, you are often the first point of contact for workers, employers, and external service providers regarding their claims, as well as when they make general inquiries regarding the Workers' Compensation Act, policies, and procedures. Through call and document management, you contribute directly to the overall effective delivery of specialized services to our internal and external customers.

The work of an Integrated Service Associate includes a wide range of activities focused on helping WCB clients by telephone, online, and in person. A Unified Call Distribution Telephone System (VOIP) is used to answer and /or escalate calls as needed.

Additionally, you play a critical role in the management and movement of documents that support workers, employers, service providers and WCB service delivery teams throughout the course of injury and recovery. To support your work, you will use automated and computerized equipment to input, process and extract data.



Document management involves processing claim-related documents. Processing includes, but is not limited to, claim registration, quality control (ensuring scanned images are legible), document validation (accurately assigning documents to the correct claim file), handling no action and/or medical aid only documents, closing on low risk claims and routing specific types of claims to appropriate caseworkers in the ISTs and WSTs.

### **As an ideal candidate, you possess:**

- Successfully completed an Office Administration or Business Administration program
- Minimum of one (1) year experience in a customer service environment
- Demonstrated experience working with computer software in a customer service setting
- Previous work experience in a public or private insurance, medical, safety or another related environment is an asset
- Fluency in French and experience speaking French in a work environment are assets.

We offer a competitive compensation package including a salary range of **\$44,957 - \$56,195**.

### **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 October 13, 2023**. In the **subject line of your email**, please quote competition number: **JV 87-23 EXT Integrated Service Associate**.

**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. Any offer of employment will be conditional upon the completion of all applicable background checks, confirmation of credentials, the results of which must be satisfactory to the WCB.**



WCB embraces a culture of belonging in the workplace. No matter who you are, where you're from, how you think, what you believe in, or who you love, we welcome your application. We all come from different backgrounds and different walks of life, bringing in unique perspectives and experiences. We encourage applications from 2SLGBTQ+, Black, Indigenous and People of Colour (BIPOC), women, newcomers to Canada, and people with disabilities. WCB Nova Scotia is an equal opportunity employer committed to supporting and developing our employees. Visit our website at [www.wcb.ns.ca](http://www.wcb.ns.ca).

WCB Nova Scotia champions safety and promotes a diverse and respectful workplace. We are a scent and allergen reduced environment.