

TERM EMPLOYMENT OPPORTUNITY

Integrated Service Resolution Associate

Term Until September 2026

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.

We wanted to let you know that WCB will be moving from our current Halifax location to a new space at 137 Venture Run, Dartmouth in September 2025.

About the Role

The Integrated Service Resolution Associate oversees the processing and management of medical aid invoices and worker expense claims, ensuring compliance with established agreements, policies, and procedures. They investigate and resolve invoicing and payment issues, reconciling discrepancies and handling inquiries. Collaborating with internal teams, they confirm workers' entitlements and contribute to procedural improvements.

Additionally, they document overpayment situations, follow up on payment issues, and provide input for process enhancements and system resolutions. They actively participate in process evolution and testing to address gaps in service delivery systems related to invoices and medical aid payments.

Your Experience & Skills

- Successful completion of an Office Administration or Business Administration program.
- 1-year experience in billing, rating, collections, customer service or a related field is required.
- 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 **by 4 pm on June 20th, 2025**. In the subject line of your email, please quote competition number: JV 101-25 EXT Integrated Service Resolution 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.

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. All information received will be kept confidential.