

## PERMANENT EMPLOYMENT OPPORTUNITY

### Manager, Employer Support Services *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 Fall 2025.**

#### About the Role

Reporting to the VP, Prevention and Employer Engagement, the Manager, Employer Support Services recommends and advises senior management on department policy and guidelines in the assessments area; acting as a subject matter expert for development of Employer Services-related communications material, and participating on a variety of internal and external committees. The Manager researches and identifies trends to aid in the development of the rate setting model and annual employer audits; provides guidance and direction for challenging or complex issues; and makes decisions as required on employer assessment matters related to difficult operational assessment issues including phone service and assessment adjustments. The Manager also seeks opportunities to continually improve workflow by leveraging technology to provide more efficient and effective service.

This role provides leadership, guidance, direction, and support to the Employer Support Services team as well as supporting the Account Maintenance team when the manager is unavailable. The role consists of a range of people management duties including recruitment and selection, scheduling, supervision, performance management, and employee development. The Manager sets appropriate team goals and objectives and leads the team in the achievement of them. This role is also responsible for assisting in departmental operational planning and projects, organizing and negotiating the allocation of resources, budgeting, financial tracking, and managing procurement and contract management processes when applicable.

The manager is jointly responsible with the VP, Prevention and Employer Engagement and Manager of Account Maintenance to maintain a positive and strong relationship with Canada Revenue Agency (CRA) and Nova Scotia Business Registry (NSBR) systems for business registration and assessment remittances. In addition, the role is accountable for building and maintaining positive working relationships with the Office of the Employer Advisor.

#### Your Experience & Skills

- A university degree in Business, Social Sciences, Health discipline, or a related field
- A minimum of five (5) years' related experience with a minimum of three (3) years in progressively senior roles with demonstrated leadership accountabilities.

- Proven experience leading multi-disciplinary teams and building a team-oriented, collaborative environment
- Proven experience in facilitating change, including collaboration with management stakeholders.
- Experience in a similar role in a workers' compensation or similar environment is an asset

**We offer a competitive compensation package.**

## 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 August 1st, 2025**. In the **subject line of your email, please quote the competition number: JV 133-25 EXT Manager, Employer Support Services**.

**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.