

PERMANENT EMPLOYMENT OPPORTUNITY

Telephone Inquiries Representative *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

Work as a Telephone Inquiries Representative involves operation of a Unified Call Distribution Telephone System, responding in a detailed manner to telephone calls. Inquiries involve a wide range of issues pertaining to the Small/Medium Business Employer Accounts. Each inquiry is handled on an individual basis and requires the incumbent to apply specific knowledge of internal and external factors to the question or concern. Discussions with employers must be thoroughly documented and incumbent must exercise good judgment in understanding which enquiries need to be referred or escalated. In addition to answering telephone enquiries, depending on call volumes, Representatives are required to assist with a variety of other Assessment related duties.

Your Experience & Skills

- Completion of an office administration program and a minimum of three years of experience in a liaising or front-line role with internal or external clients, and experience in working with computer software programs.
- Previous work experience in a WCB or related environment would also be an asset, as would previous experience working in a team or team-like environment.

We offer a competitive compensation package ranging from \$47,233 - \$59,035.

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 April 18, 2025**. In the subject line of your email, please quote competition number: JV 69-25 EXT Telephone Inquiries Representative.

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.