



Career Opportunity

accerta

WHO WE ARE

AccertaClaim Servcorp Inc. (Accerta) is a B Corp certified social enterprise enabling healthcare equality for all.

As a social enterprise, we manage dental, vision, drug, and healthcare benefits programs exclusively for government and social services agencies in Canada. Our targeted experience and innovative technology provide cost savings, reliable service, process continuity, and accurate, insightful data that enables governments to make informed strategic decisions, reducing stress on the healthcare system through streamlined administration.

ABOUT THIS OPPORTUNITY

Accerta is seeking a full-time permanent Customer Service Representative. We require a professional, positive, and enthusiastic person with excellent communication skills to join our Toronto Office. Become a team member and see what makes Accerta a great place to work!

ACCOUNTABILITIES

- Be the first point of contact to our provincial and municipal clients who require assistance related to our social programs, products and services.
- Answers inbound calls, emails and chats in a fast-paced high volume contact centre environment.
- Manages outbound calls and follows up with clients.
- Processes claims, corrections and maintains eligibility data where necessary.
- Tracks and documents details of customer interactions.
- Achieves established KPI's based on call volumes, call turnaround and claims processing.
- Maintains and protects the confidentiality and privacy of all information including following all regulatory requirements such as PHIPA – Personal Health Information Protection Act.
- Other duties as assigned.

How to Apply: We accept applications submitted via email to recruit@accerta.ca

Website: www.accerta.ca



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QUALIFICATIONS

- Minimum 2 years experience as a certified dental assistant or dental receptionist; or a minimum of two years benefit insurance experience in a call centre or office environment.
- Demonstrated knowledge of dental procedure codes and social programs.
- Demonstrated problem-solving and decision-making skills and the ability to provide high quality customer service.
- Demonstrated knowledge of complaint, de-escalation and conflict resolution techniques and ability to work with the pressure and challenges of receiving complaints while maintaining composure with clients.
- The ability to adapt to changing technology, clients and processes.
- Strong, clear, and concise written and verbal communication skills.
- Demonstrated experience in computer applications such as Outlook, Microsoft Office Suite.
- Experience with SharePoint and Customer Relationship Management (CRM) system.
- Minimum High School Diploma required.

WHAT WE OFFER

- A permanent position with a competitive salary package and easily accessible downtown location.
- A competitive benefit package that includes a DB Pension Plan and Health Care Expense Account (HCEA).
- Opportunities to increase your earnings through performance-based incentive programs.
- Growth opportunities in a company that promotes from within.
- Time off to volunteer within our community
- Hybrid working environment

FLEXIBLE WORK ARRANGEMENT:

We support a hybrid approach, which will give everyone the best of both worlds – a mix of home and in-office workdays. Hybrid schedules and shifts will be determined in partnership between individuals, managers, and the team.

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HOW TO APPLY

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INCLUSION AND EQUAL OPPORTUNITY EMPLOYMENT

Accerta is an equal opportunity employer and committed to fostering diversity and inclusion in the workplace. We are committed to fair employment practices and all qualified applicants will receive consideration for employment. We offer accommodation for applicants with disabilities, as required throughout the recruitment process. Accommodations are available on request for candidates taking part in all aspects of the selection process.

To request accommodation, please contact accessibility@accerta.ca.

We appreciate your interest in working with us; however, only those applicants selected for interviews will be contacted.

Final candidates for this position may be required to undergo a security screening, including criminal records check, judicial matters check, vulnerable sector screening and employment reference check.

To learn more about us please go to: www.accerta.ca

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