



# Career Opportunity



## 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 Services Inc. (ASI), a subsidiary of AccertaClaim Servcorp Inc., is seeking a full-time Disputes & Privacy Administrator. The successful candidate will play a crucial role in coordinating the collection of all disputes and access requests documentation within AccessOAP.

## ACCOUNTABILITIES

Ensuring that all disputes and access request documentation including dispute analysis are accurately entered into the CRM system. The incumbent will work closely with internal teams to help assist with disputes/complaints that arise as well as with external stakeholders to address access requests to ensure that they are delivered effectively and efficiently. In addition, the incumbent will:

- Maintain accurate records for all disputes/complaints and access requests within CMS
- Serve as the primary point for contact for disputes/general complaint documentation within CMS
- Data collection for the delivery of access requests and dispute analysis
- Monitor disputes/general complaints and access requests within CMS ensuring service level agreements are met for clients
- Prepare and submit correspondence to AccessOAP families
- Submit status reports to management as required.
- Other duties as assigned.

## QUALIFICATIONS

- Post-secondary education or related field or equivalent education/experience

**How to Apply:** We accept applications submitted via email to [recruit@accerta.ca](mailto:recruit@accerta.ca)

**Website:** [www.accerta.ca](http://www.accerta.ca)



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# accerta

- Experience documenting and prioritizing complaints or related experience in a customer service role is preferred
- Strong communication skills with the ability to handle sensitive and confidential information with discretion
- Demonstrated ability to establish effective working relationships with employees and individuals in partner organizations
- Excellent written and interpersonal skills
- Strong proficiency using MS Office such as Excel, Word, PowerPoint, Teams, and SharePoint

## 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 will be determined in partnership between individuals, managers, and the team.

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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.

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To request accommodation, please contact [accessibility@accerta.ca](mailto: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](http://www.accerta.ca)

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