

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 Program Service Coordinator. The successful candidate will interface with program applicants over the phone, by web chat and e-mail, responding to program general inquiries, and provide quality service and insight into the process.

ACCOUNTABILITIES

- Provides help to program members and prospective members in a contact center that operates from 8:30am to 5:00pm, using live-agent chat, web chat, and online fax/mail.
- Ability to handle a high volume of incoming calls
- Supports families throughout the entire registration and intake process
- Follows an established process to facilitate consistent registration of eligible program applicants
- Answers questions and provides information about the program application and applicant eligibility for services and program.
- Uploads, tracks, saves, and updates applications, when required
- Contributes to the verification of applications against internal and external databases
- Assesses applicant needs and provides information regarding possible solutions
- Other duties as assigned.

QUALIFICATIONS

- 3-5 years of previous customer service/administrative experience
- A University Degree or College Diploma in social work or other related field
- Exceptional communication skills

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

Website: www.accerta.ca



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- Strong interpersonal skills to maintain good customer service
- Experience delivering services in the developmental services sector is an asset
- Familiarity with contact center environment and tools including live chat, web chat, phone, and online fax/mail
- Understands how to deal with marginalized and vulnerable populations
- Ability to prioritize work under pressure
- Exceptional organizational skills to work independently, and take initiative
- Problem solving and analytical reasoning skills
- Strong computer skills, specifically in MS Word, Excel; and aptitude for database software

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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accerta

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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