

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 provides 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 Bilingual Program Service Coordinator (English/French). As a vital member of the Team, the Program Service Coordinator interfaces with program applicants over the phone, by web chat and e-mail, responding to program general inquiries, and providing quality service and insight into the process.

ACCOUNTABILITIES

- Provides help to program members and prospective members, in a contact center that operates Monday to Friday 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

How to Apply

Via [Indeed.ca](https://www.indeed.ca) or e-mail to the attention of the Manager, Human Resources at recruit@accerta.ca.

www.accerta.ca

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- 3-5 years of previous customer service/administrative experience
- Post-Secondary education, in social work or other related field
- French & English fluency at a professional level
- Advanced written and verbal communication skills with an attention to detail.
- Strong interpersonal skills to maintain good customer service
- Ability to prioritize work under pressure
- Strong computer skills, specifically in MS Word, Excel; and aptitude for database software
- Exceptional organizational skills to work independently, and take initiative
- Problem solving and analytical reasoning skills
- 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
- Meets security requirements to deal with vulnerable and marginalized populations (including vulnerable sector screening)
- Understands how to deal with marginalized and vulnerable populations
- Commitment to volunteerism

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

HOW TO APPLY

We accept applications submitted via [Indeed.ca](https://www.indeed.ca) or via e-mail to the attention of the Manager, Human Resources at recruit@accerta.ca.

COVID-19 VACCINATION

How to Apply

Via [Indeed.ca](https://www.indeed.ca) or e-mail to the attention of the Manager, Human Resources at recruit@accerta.ca.

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accerta

All AccertaClaim Servcorp Inc. & Accerta Services Inc. employees are required to be fully vaccinated as a condition of hire in accordance with the Company's Mandatory Vaccination Policy.

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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