

Career Opportunity



WHO WE ARE

We are 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 Team Lead to ensure all activities are customer driven whether internal or external. Oversee the Social Assistance Contact Centre including, inquiries, enrollment, adjudication of claims and entry of predetermination in accordance with company policies. Provide minimal supervision of team members.

ACCOUNTABILITIES

- Claim entry and adjudication.
- Predetermination entry.
- Telephone, e-mail, and fax correspondence inquiries.
- Maintain eligibility databases when necessary.
- Define and ensure customer service standards and policies are followed by the team.
- Assign tasks to team members to meet production schedules.
- Monitor teamwork ensuring that quality / quantity standards are met.
- Conduct and participate in team ICA reviews.
- Research and respond to escalated issues.
- Supervise building activities as required.
- To perform work in a safe manner and maintain workplace in a standard condition.
- Maintain and protect the confidentiality and privacy of all information.
- Other duties as assigned.

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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QUALIFICATIONS

- High school diploma required.
- Minimum 5 years' experience in dental assisting, dental reception or the benefits industry.
- 1-year computer MS Office experience.
- 1-year data entry.
- 10,000 to 12,000 keystrokes per hour an asset.
- Windows & MS Office knowledge required.
- Familiarity with computers.
- Knowledge of dental benefits.
- French language an asset.

HOW TO APPLY

We accept applications submitted via Indeed.ca or via e-mail to the attention of the Manager, Human Resources at recruit@accerta.ca.

Inclusion and Equal Opportunity Employment

Accerta is an equal opportunity employer committed to diversity and inclusion. We are pleased to consider all qualified applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, protected veterans' status, Aboriginal/Native American status or any other legally-protected factors. Disability-related accommodations during the application process are available upon request.

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 a criminal records check and reference check.

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

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