

Position Description – Claims Specialist (RSVP)

Position Description

Position title	Claims Specialist
Location	Victoria, BC
Reports to	User Support Claims and Invoicing Manager
Direct reports	N/A
External Stakeholders	NA
Travel requirements	N/A

Position purpose

The Claims Specialist is responsible for processing claims and invoices from program participants and service providers, working with the User Support Team to resolve participant inquiries and invoicing our customer. This is a customer service and clerical role that will suit a detail-oriented individual who is willing to learn.

This position requires a high level of confidentiality pertaining to client records and financial information.

Success measures

Customer/Stakeholder Satisfaction	<ul style="list-style-type: none"> Provide exceptional customer service to all program participants and service delivery team.
People & Team Satisfaction	<ul style="list-style-type: none"> Work collaboratively with team members to create a positive working environment.
Operational Performance	<ul style="list-style-type: none"> Process claims accurately and in a timely manner, ensuring we meet our contractual requirements.

Core Responsibilities:

Administrative Duties	<ul style="list-style-type: none"> Works with the User Support Team to resolve participant claim issues by responding to questions and resolving tickets in our ticketing system Provides back up for User Support Team as needed – answering calls from participants and service delivery staff Process participant claims and service provider invoices in case management system accurately and ensures contractual and legislative requirements are met Reviews, processes, and invoices all RSVP services to the contractual standard as needed
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	<ul style="list-style-type: none"> • Provide quality assurance for claims/invoices processed by other Claims Specialists • Answer inquiries from field staff regarding claims and other administrative questions via phone and secure message • Prepares cheques and EFT payments • Filing, mailing, scanning and other administrative tasks
<p><i>Other duties as required, including going beyond the job description whenever necessary</i></p>	

Capabilities and experience

Essential Requirements:

- Proficient in MS Excel and Word
- Ability to prioritize and problem solve
- Ability to work independently and in a team environment
- Willingness to learn and enhance skills
- Strong interpersonal skills
- Detail oriented in a fast-paced continually changing environment
- Previous experience in claims processing or financial services environment
- High level of confidentiality; employment contingent on Security Clearance – Reliability Status



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WCG is strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada’s diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.