

Position Description – Claims Processing Specialist (Employment Ontario)

Position Description

Position title	Claims Processing Specialist
Location	Remote – Canada
Reports to	Claims Manager
Direct reports	N/A
Community Collaborators	N/A
Travel requirements	N/A

Position purpose

The claims department processes performance-based funding alongside employment- related financial supports for clients and employer expenditures. Ensuring Service Providers maintain quality and compliance standards, this department is responsible for conducting quality audits, identifying areas for improvement, and mitigating contractual risks.

The Claims Processing Specialist will be responsible for auditing and processing financial claims as part of WCG’s Quality Improvement Framework and WCG’s Funding Model Guidelines. They will work closely with the Claims Manager and Financial Quality and Support Specialist to ensure accuracy, compliance, and continuous quality improvement. This position requires a high level of confidentiality pertaining to client records and financial information.

Success measures

Customer/Community Collaborator Satisfaction	<ul style="list-style-type: none"> Respond to Service Provider inquiries within 1 business day and provide exceptional customer service by identifying root causes to issues and troubleshooting
Financial Performance	<ul style="list-style-type: none"> Reduce financial discrepancies by maintaining a 98% claims accuracy processing rate based on established guidelines
Operational Performance	<ul style="list-style-type: none"> Reduce the amount of ‘returned’ claims by sharing feedback and best practices (formally or informally) Efficiently and accurately process a minimum threshold of claims each business day

Core Responsibilities:

<p>Claims Processing</p>	<ul style="list-style-type: none"> • Process client and employer financial support claims and ensuring contractual and legislative requirements are met • Ensure quality assurance for claims/invoices processed by Service Provider staff • Answer inquiries from staff regarding claims and other administrative questions • Communicate any issues regarding ineligible claims in line with processes • Provide support and guidance to staff regarding claims processing in line with contractual and guideline requirements • Keep abreast of emerging trends for claims assessment and flag these to the Claims Manager. • Demonstrate flexibility to be able to change activities based on changing requirements and business needs • Ensure discrepancies are handled appropriately and escalating issues when necessary; refer staff to appropriate team members or internal partners as appropriate • Protect the interests of the organization – identify and manage risks, and escalate non-standard, high-risk transactions / activities as necessary
<p>General</p>	<ul style="list-style-type: none"> • Develop a strong understanding of WCG’s contract, guidelines, policies, and process • Undertake standard and ad hoc data entry tasks • Effective use of WCG’s Case Management System and other systems and databases
<p><i>Other duties as required, including going beyond the job description whenever necessary</i></p>	

Capabilities and experience

Essential Requirements

- Strong auditing background and data entry experience
- Minimum 2-3 years’ experience in a similar role working in a service-oriented organization
- Proficient in MS Office especially Excel and Word
- Detail oriented with a high level of accuracy
- Ability to adapt to change
- Understanding of the needs of a highly confidential environment
- Able to maintain composure during difficult and high-pressure situations
- Results driven with creative approach to idea generation and problem solving
- Excellent organizational and time management skills
- Ability to working in fast paced environment with changing workloads

<p>Position: Claims Processing Specialist</p>	<p>Owner: People and Culture</p>	<p>Publish Date: 2024-06-04</p>	<p>Page 2 of 3</p>
--	---	--	---------------------------

Preferred Criteria:

- Bilingual (English and French) an advantage but not required
- Knowledge of the Employment Services industry an advantage but not required

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.



When printed this document is **UNCONTROLLED** refer to the electronic system for the latest version

Position: Claims Processing Specialist	Owner: People and Culture	Publish Date: 2024-06-04	Page 3 of 3
--	-------------------------------------	------------------------------------	--------------------