

# Position Description – Claims Processing Specialist (Employment Ontario)

## Position Description

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| <b>Position title</b>          | <b>Service Centre – Outbound Specialist</b> |
| <b>Location</b>                | On site - Toronto                           |
| <b>Reports to</b>              | Team Lead – Outbound Specialists            |
| <b>Direct reports</b>          | N/A   |
| <b>Community Collaborators</b> | N/A   |
| <b>Travel requirements</b>     | N/A   |

## Position purpose

As part of the Claims Team, the Service Centre – Outbound Specialist is a customer-focused role, the Outbound Specialist will be responsible for obtaining and processing Checkpoint Claims to support the achievement of program outcomes. This is a support role for our Service Provider Network, Jobseekers, Employers, and Service System Manager team. This role is integral to the success of the program, better connecting people to the supports they need.

In addition to excellent customer service skills, this role will be required to document interactions and track & monitor activities, targets, and follow-ups.

In addition, the Outbound 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 Team Lead 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

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| <b>Customer/Community Collaborator Satisfaction</b> | <ul style="list-style-type: none"> <li>Meet or exceed Customer Service requirements, ensuring all contacts are conducted in a friendly and professional manner</li> </ul>  |
| <b>Financial Performance</b>                        | <ul style="list-style-type: none"> <li>Reduce financial discrepancies by maintaining a 98% claims accuracy processing rate based on established guidelines</li> </ul>  |
| <b>Operational Performance</b>                      | <ul style="list-style-type: none"> <li>Ensure all follow-up emails, calls, SMS &amp; chat are actioned within 24 business hours</li> <li>Ensure all service level agreement requirements for claims processing are met (within 2 business days)</li> <li>Reduce the amount of ‘returned’ claims by sharing feedback and best practices (formally or informally)</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>Efficiently and accurately process a minimum threshold of claims each business day</li> </ul> |
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**Core Responsibilities:**

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| <p><b>General</b></p>   | <ul style="list-style-type: none"> <li>Connect with clients through high-volume outbound outreach, using phone, text, and email to build rapport, gather information, and support their employment journey.</li> <li>Verify, process and update key client information, including employment status and outcomes, ensuring data is accurate, current, and aligned with program requirements.</li> <li>Contribute to service delivery across the network, supporting a range of activities that strengthen performance, data quality, and reporting for Employment Ontario providers.</li> <li>Maintain clear, accurate, and compliant records of all client interactions, ensuring documentation meets internal standards and regulatory expectations.</li> <li>Work closely with internal teams to share insights, resolve issues, and support the efficient flow of information across operational and claims-related processes.</li> <li>Support a variety of operational initiatives through project work and targeted outreach activities, contributing to continuous improvement and system-wide outcomes.</li> <li>Act as a key point of contact for outbound engagement, helping ensure clients remain connected, informed, and supported throughout their employment journey.</li> <li>Process client and employer financial support claims</li> <li>Demonstrate flexibility to be able to change activities based on changing requirements and business needs</li> <li>Ensure discrepancies are handled appropriately and escalating issues when necessary; refer staff to appropriate team members or internal partners as appropriate</li> <li>Protect the interests of the organization – identify and manage risks, and escalate non-standard, high-risk transactions / activities as necessary</li> <li>Develop a strong understanding of WCG’s contract, guidelines, policies, and process</li> <li>Undertake standard and ad hoc data entry tasks</li> <li>Effective use of WCG’s Case Management System and other systems and databases</li> </ul> |
| <p><i>Other duties as required, including going beyond the job description whenever necessary</i></p> |  |

**Capabilities and experience**

**Essential Requirements**

- Excellent customer service skills and ability to overcome objections
- Minimum 2-3 years’ experience in a similar role working in a service-oriented

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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

**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.



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