

**Location**  
Vancouver, BC

**Job Status/Type**  
Full Time/Permanent

**Posted/Updated**  
November 2020

Established in 1994, TeksMed Services Inc. is a leading disability and claims management firm, offering employers across Canada a complete solution to workplace injury and short-term disability claim management. Our team of experts has devised processes and methods that effectively reduce wage loss and claim costs by helping ill and injured workers maximize their work potential. We focus on ability, not disability, provide fast, world-class health care, and assist in establishing an early and safe return to work.

TeksMed is looking for a dynamic individual to join our team based in the Fraser Valley, as a Client Relationship Manager. This role reports directly to the Operations Manager. The daily responsibilities include managing the assigned client portfolio and ensuring that client satisfaction and retention are important priorities. A primary focus is to maintain a positive client relationship with continued communication and correspondence via email, telephone, or in person visits. The CRM will have a full overview of accounts and provide regularly scheduled reports.

### Qualifications:

- Post secondary education or equivalent relevant experience
- Proven critical thinking and problem-solving abilities
- Ability to source, interpret and present data in a comprehensive way
- Excellent verbal and written communication skills
- Excellent presentation skills
- Strong time management and organizational skills
- Demonstrated computer software skills and strong knowledge of Microsoft Office
- Knowledge of Occupational Health and Safety principles is an asset
- Knowledge of workers' compensation principles is an asset
- Ability to work independently and as a part of a team
- Willingness to travel locally frequently
- Experience in customer service and/or sales
- Ability to address client concerns promptly and follow escalation procedures
- Must have valid driver's license

### Required language:

- Fluency in English both written and verbal is a must
- Fluency in French considered an asset

### What can we offer to you?

- Competitive salary
- Two weeks paid vacation
- Generous benefits and RRSP matching program
- Company laptop and cell phone
- Car allowance (post COVID-19)
- Growth opportunities
- Tuition reimbursement for furthering relevant education
- Flexible schedule and working conditions
- A great working atmosphere

If you meet the above qualifications please submit your **Cover Letter** and **Resume**. We will be contacting qualified candidates via phone.

We thank all those who apply, however, only those applicants selected for an interview will be contacted.

**NO PHONE CALLS PLEASE**