

**Location**  
Chilliwack, BC

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

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 currently looking to fill an opening within our western disability management department, based in Chilliwack, BC. This is a full-time position for an Administrative Coordinator who will directly report to the Administration Team Manager. We are looking for a highly-motivated individual, with a strong work ethic, drive, and ability to use their own initiative to manage time effectively. This position requires excellent communication and critical thinking skills with strong problem-solving abilities and a capacity to flourish in a fast paced, ever-changing environment.

### Key Responsibilities:

- Corresponding with various compensation boards via phone and email
- Creating electronic files
- Processing and entering mail into our Claims Management System
- Processing and entering medical documents into our Claims Management System
- Liaising with medical clinics and doctors' offices to ensure timely return of information
- Requesting Employer's Report of Injury (F7) from clients whenever notified of a claim
- Following up with clients via phone or email for necessary information pertaining to claims
- Maintaining records of client interactions, such as recording details of discussions, comments, and relevant information
- Conduct general administrative duties, such as word processing, managing files, answering phones, and using Microsoft applications

### Qualifications:

- Proficient in all Microsoft Office applications
- Operating knowledge of fax, printer, scanner, photocopier, and other business equipment
- Strong critical thinking and problem-solving skills
- Exceptional written and verbal communication skills, including negotiation and dispute resolution techniques
- Ability to work independently and make decisions with confidence
- Ability to recognize when assistance is needed and confidence to ask for that assistance in a timely manner
- Good interpersonal, communication, and customer service skills
- Excellent time and priority management skills
- Organizational skills with high attention to detail

### 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 base salary commensurate with experience
- ✓ Full time hours 8:30am to 4:30pm Monday – Friday
- ✓ Generous benefits & RRSP matching program
- ✓ Plenty of opportunities for advancement and ability for further education within this field at no cost to the employee
- ✓ Great working atmosphere
- ✓ Two weeks of vacation per year