

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 Intake 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:

- Receive incoming queries and information in relation to the setup of a new claim or reopening of a prior claim
- Manage customized software database notes on case files and ensure accuracy and inclusiveness
- Maintain records of client interactions, such as recording details of discussions, comments, and relevant information
- Complete the Employer's Report of Injury (F7), and mail it to the worker and client
- Ensure documents are entirely accurate and inclusive by contacting the appropriate party to obtain missing information
- Initiate interaction with the client by phone to confirm details of the employee's injury
- Analyze gathered information to determine the status of the claim and allocate the information to the appropriate team internally
- Conduct general administrative duties, such as word processing, managing files, answering phones, and using Microsoft applications

Qualifications:

- Excellent time and priority management skills
- Organizational skills with high attention to detail
- 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 be resourceful and solve problems by identifying suitable approaches and solutions
- Good interpersonal, communication, and customer service skills

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