

**Location**  
Chilliwack, BC

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

**Posted/Updated**  
January 2024

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 have 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 Operations team, based in Chilliwack, British Columbia. This is a full-time position for an Operations Support Manager who will directly report to the Vice-President, Operations. The ideal candidate will play a crucial role in ensuring the smooth operation of our service delivery model by overseeing and enhancing various support functions. This role will require resourcefulness, extraordinary organizational skills, and efficient execution of the company's strategic initiatives.

## Key Responsibilities:

### Team Leadership

- Lead and manage the Operations Support team, made up of various specialty personnel and areas of focus.
- Provide guidance and mentorship to team members on the unique aspects of supporting operations.
- Focus on high performance while exhibiting TeksMed's core values of Passion, Innovation, Respect, Family, and Service Excellence.

### Process Optimization

- Identify and implement operational improvements specific to disability management processes to enhance efficiency and effectiveness.
- Standardize strategic initiative development and implementation through the organization.

### Data Analysis

- Analyze operational performance data to identify trends, opportunities, and areas for improvement.
- Prepare reports on case metrics, outcomes, and performance indicators.

### Client Relations

- Collaborate with the Operations team to ensure seamless communication with clients.
- Ensure clients' expectations are exceeded through providing support to the service delivery model.
- Liaise with clients (prospective and existing) from time to time, to ensure our service delivery model is optimal.

### Regulatory Compliance

- Stay abreast of relevant disability management regulations (occupational and non-occupational) and ensure operational practices align with legal requirements.
- Collaborate with the team to implement changes as needed.

### Training and Development

- Work closely with the team to develop and deliver processes, policies, and training programs for Operations.
- Provide ongoing coaching and development opportunities for team members.

### Quality Assurance

- Implement and monitor quality assurance measures to ensure the accuracy and effectiveness of disability management support services.
- Conduct regular audits and assessments.

## Qualifications:

- Strong leadership and team management skills, with a focus on effectively leading a multi-disciplined team.
- Excellent analytical and problem-solving abilities.
- Effective communication and interpersonal skills.
- Proven experience in disability management operations or a related role, is considered as asset.

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**Required language:**

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

**What can we offer to you?**

- ✓ Base salary commensurate with experience
- ✓ Full Time hours 8:30 AM to 4:30 PM Monday to Friday
- ✓ Generous benefits & RRSP matching program
- ✓ Plenty of opportunities for advancement & ability for further education within this field at no cost to the employee
- ✓ Great working atmosphere
- ✓ 2 weeks of vacation per year

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**