

Assessment Representative, Iqaluit N 21/57 NU

The Workers' Safety and Compensation Commission's (WSCC) vision is to eliminate workplace diseases and injuries. Our mission is to promote workplace health and safety while providing no fault insurance to employers and care for injured workers. Our values are respect, engagement, integrity, openness, cultural safety, excellence and stewardship in the workplace.

The Assessment Representative is based in Iqaluit and reports to the Assessment Supervisor, NU. This position provides the first contact with stakeholders to gather and assess information regarding registration and account maintenance. From the information obtained, the Assessment Representative will classify and manage assigned accounts.

The incumbent also gathers information regarding business activity to ensure they have the correct industrial classification and rate assigned to the account. The Assessment Representative is also responsible in educating stakeholder to ensure they are aware of their obligations and liabilities. The nature of the employer services process is one of complexity where tact and diplomacy are important to ensure the stakeholders experience is positive.

We are looking for a proficient, knowledgeable, customer service focused person who has excellent written and oral communications skills. The successful applicant must have strong interpersonal, organizational, and problem solving skills. The incumbent should also be highly analytical and be able to use their knowledge, skills and abilities when making decisions or investigating issues.

This position requires a Business Administration Diploma, with two years of related experience working in an inbound/outbound call center environment and/or customer service related field. The incumbent should be knowledgeable in payroll systems, accounting, bookkeeping systems, business cycles, collections and/or insurance administration. Proficient computer skills, working in multiple operating systems is also required. We consider equivalent combinations of education and experience, on a case by case basis. This is a French preferred position, preference will be given to candidates who has the ability to speak in French.

The salary for this position ranges from \$37.48 to \$44.77 hourly (approx. \$73,086 to \$87,302 Yearly), plus a Northern Allowance of \$24,054 annually.

A satisfactory criminal records check is required for this position.

Closing Date: **October 5, 2021 at 5 pm MST**

If this sounds like a good fit for you, please forward your resume quoting competition to:

Email: careers@wsccl.ca

*You must clearly identify your eligibility to receive priority consideration under the Affirmative Action Policy.
The WSCC is an inclusive workplace. If you have a disability and require support or accommodation during the hiring process, we encourage you to identify your needs when we contact you for an interview.
We may use this competition to fill similar vacancies that become available over the next six months.*

safety & care

