



Benefit Assessment Clerk

Work Description

Status:	Unionized position
Level:	25
Reports to:	Manager, Workplace Compliance & Education
Profile date:	April 2018

EXPECTED RESULTS/OUTPUTS:

Position follows established procedures to calculate earning replacement rates for medium and high risk claims, input relevant data into the claims system, and communicates benefit information to clients.

SUMMARY OF WORK:

The Benefits Assessment Clerk (BAC) is responsible for calculating short-term and long-term rates for all medium and high risk claims. The BAC follows established procedures and uses standard calculation templates to determine the appropriate Earnings Replacement Benefit (ERB) rates for clients. He/she is also responsible for communicating rate information to internal stakeholders, workers and employers as needed.

The BAC works with Case Managers and Adjudicators to ensure accuracy by verifying benefit data and inputting relevant information to the claims system. He/she also verifies benefit payment amounts, verifies banking information, and makes the appropriate retro adjustments if required.

Employees at this level are responsible for following safe work procedures; using personal protective and safety equipment as required; knowing and complying with all regulations; reporting any illness or injury immediately to the manager; reporting unsafe acts and unsafe conditions; and cooperating with occupational health and safety initiatives. We are a "scent reduced" working environment. WCB champions safety and promotes a diverse and respectful workplace.

Employees have access to sensitive and/or confidential information provided by the Canada Revenue Agency for the purpose of carrying out the duties of this position. Therefore, a satisfactory security check is a requirement for this role. A security check consists of a confidential criminal record check conducted through the Human Resources department. Renewal of the security check is required every ten years. An offer of employment is conditional upon obtaining a satisfactory security check.

WORK GROUP COMPETENCIES:

Incumbents must have a number of the following competencies specific to their position:

Knowledge:

- Knowledge of the related sections of the *WCB Act* and specific policies relating to the payment of benefits.
- Knowledge of rate setting.
- Knowledge of earnings and what can be used to calculate earnings replacement benefits. Including Canada Revenue Agency tax information.
- Knowledge of General Accepted Accounting Principles.

Skills and Abilities:

- Ability to use accounting templates and macros in order to calculate client benefits.
- Ability to use Microsoft Excel and Microsoft Word in a very proficient manner.
- Ability to handle telephone discussions quickly and efficiently in order to collect and explain information if necessary.
- Ability to review case files and organize information necessary to complete benefit rate calculations.
- Ability to use a client processing system.
- Ability to maintain a high level of accuracy at all times, while still working with a large volume of files.
- Ability to work independently with a structured rate setting system.
- Ability to apply logic to mathematical procedures.

REQUIRED QUALIFICATIONS:

- A two (2) year business administration diploma in Accounting or Finance, plus one (1) year experience in a decision making capacity interpreting and applying provisions, policies, and/or procedures in an accounting environment.

Note that an equivalent combination of a two (2) year business administration diploma in another area of study and significant additional experience in a decision making capacity interpreting and applying provisions, policies, and/or procedures in an accounting environment may be considered.

Performance Competency Descriptions

A/ Achievement

Achievement is a desire for consistently working well or persistently competing against a standard of excellence. The standard may be striving for improvement, objective measures, goals or innovations. Achievement includes a willingness to seize opportunities that will result in improvements.

1. *Achieves Standards* - works to achieve performance standards through setting goals, time management, and planning and work methods.
2. *Improves performance* - makes specific changes in the system or the work methods to improve performance. Does something better, faster, at a lower cost or more efficiently, which results in improved performance?

T/ Team Work

Teamwork is working cooperatively with others as opposed to working separately or competitively, in order to achieve common goals.

1. *Cooperates and Shares Information* - participates willingly, supports the decisions of the team, shares the workload. Readily shares information regarding relevant or useful information/events that has an impact on the team. Demonstrates a genuine interest in receiving information from others.
2. *Seeks and Provides feedback* - shares helpful information with team members to improve the performance of the team. Values the input and expertise of others by soliciting their ideas to improve team performance.
3. *Valuing the Contribution of Team members* - invites all members of a group to contribute, credits others who have performed well, encourages team members to help them feel important.

S/ Service

Service is a desire to meet or exceed the expectations and requirements of internal and external clients: A Service oriented culture gets or discovers first-hand client information and uses it to improve service. Employees within a service culture talk and act with clients in mind.

1. *Basic service* - gives friendly, cheerful and respectful service. Follows through on client inquiries, requests, comments, and complaints. Keeps client up to date about progress and provides helpful accurate information in a timely manner.
2. *Takes personal responsibility* - corrects client service problems promptly and undefensively. Makes self available to the client. Makes concrete attempts to add value to the client by making things better. Expresses positive expectations about the client.

AD/ Adaptability

It is the ability to adapt to and work effectively with a variety of situations, individuals or groups. It is the ability to understand and appreciate different and opposing perspectives on issues, and to adapt approaches as the requirements of a situation change. Flexibility is also changing or accepting changes within the organization or job. It is being open-minded about new ways of doing things that may change how the organization conducts its business.

1. *Sees the situation objectively* - recognizes the validity of other's viewpoints, and is open to new ways of doing things.
2. *Applies rules flexibly* - depending on the individual situation, quickly adapts actions to accomplish organization's objectives. Assists co-workers as necessary.