

Career Opportunity



WHO WE ARE

AccertaClaim Servcorp Inc. (Accerta) is a B Corp certified social enterprise enabling healthcare equality for all.

As a social enterprise, we manage dental, vision, drug, and healthcare benefits programs exclusively for government and social services agencies in Canada. Our targeted experience and innovative technology provide cost savings, reliable service, process continuity, and accurate, insightful data that enables governments to make informed strategic decisions, reducing stress on the healthcare system through streamlined administration.

ABOUT THIS OPPORTUNITY

Accerta is seeking a full-time, permanent Supervisor, Contact Centre. The successful candidate will ensure customer relations are at an optimum through the team delivery of exemplary service to all stakeholders (Dental Offices, Clients, and Public Administrators). Supervise and monitor the contact centre claim activities day to day. Actively participate in the management of the appropriate processes for all contact centre activities. Supervise and monitor claims, mailroom, and provider service team activities daily. This position will report directly to the Director, Contact Centre Operations.

ACCOUNTABILITIES

Lead and direct Contact Centre claim activities as well as the mailroom and provider services department activities such as:

- Define and ensure customer service standards and policies are followed by the team.
- Assign tasks to team members to meet production schedules.
- Monitor teamwork ensuring that quality/quantity standards are met.
- Disseminate relevant information to team members.
- Manage employee performance through regular meetings and coaching.
- Liaise with other team leads on inter-team issues and activities.
- Conduct and participate in team ICA reviews.
- Research and respond to escalated issues.
- Responsible for the maintenance of training material and programs.
- Ensure contact centre statistics are compiled and reported to management.

How to Apply: We accept applications submitted via email to recruit@accerta.ca

Website: www.accerta.ca



Career Opportunity



- Participate/assist with the development, implementation, and maintenance of processes and systems.
- Recommend enhancements as needed to Accerta's applications and reporting tools.
- Supervise building activities as required.
- Maintain and protect the confidentiality and privacy of all information.
- Other duties as assigned.

QUALIFICATIONS

- Secondary school diploma or equivalent required.
- At least 4 years of dental benefit industry experience or experience as a dental assistant, dental receptionist, or equivalent.
- Certified Dental Assistant, Registered Dental Hygienist, or equivalent.
- The ability to process a high volume of work items in a fast-paced environment accurately and efficiently.
- Strong oral and written communication skills.
- Logic and analytical skills to solve problems.
- Ability to cope with pressure and deadlines.
- Strong computer skills and proficiency with Microsoft Office including Word, Excel, Teams, and PowerPoint.
- Accurate data processing ability and knowledge of dental procedures code.
- The ability to adapt to changing technology, clients, and processes.

WHAT WE OFFER

- A permanent position with a competitive salary package and an easily accessible downtown location.
- A competitive benefit package that includes a DB Pension Plan and Health Care Expense Account (HCEA).
- Opportunities to increase your earnings through performance-based incentive programs.
- Growth opportunities in a company that promotes from within.
- Time off to volunteer within our community.
- Hybrid working environment.

How to Apply: We accept applications submitted via email to recruit@accerta.ca

Website: www.accerta.ca



Career Opportunity



accerta

FLEXIBLE WORK ARRANGEMENT:

We support a hybrid approach, which will give everyone the best of both worlds – a mix of home and in-office workdays. Hybrid schedules will be determined in partnership between individuals, managers, and the team.

HOW TO APPLY

We accept applications submitted via email to recruit@accerta.ca

INCLUSION AND EQUAL OPPORTUNITY EMPLOYMENT

Accerta is an equal opportunity employer and committed to fostering diversity and inclusion in the workplace. We are committed to fair employment practices and all qualified applicants will receive consideration for employment. We offer accommodation for applicants with disabilities, as required throughout the recruitment process. Accommodations are available on request for candidates taking part in all aspects of the selection process.

To request accommodation, please contact accessibility@accerta.ca.

We appreciate your interest in working with us; however, only those applicants selected for interviews will be contacted.

Final candidates for this position may be required to undergo a security screening, including criminal records check, judicial matters check, vulnerable sector screening and employment reference check.

To learn more about us please go to: www.accerta.ca

How to Apply: We accept applications submitted via email to recruit@accerta.ca

Website: www.accerta.ca