JOB POSTING

wsib ONTARIO

Workplace Safety and Insurance Board

Recognized as a best-in-class learning organization, we promote professional development and are committed to providing our people with opportunities to lead, learn and grow, ensuring that we're providing the best possible service to the people of Ontario. We offer a market-competitive total compensation plan and a robust wellness program that promotes a healthy lifestyle as well as work/life balance.

The work we do at the WSIB is meaningful and challenging, and it makes a difference to the people of Ontario. We value integrity, reliability and fairness, and we embrace the diversity of the people we work with and serve.

Customer Service Travel Assistant, Business Service

Two (2) Temporary vacancies, Channel Solutions Branch

The WSIB's Corporate Services Division is a key partner in the organization's strategic transformation initiatives with a focus on modernizing. Our Business Services department partners with the Service Delivery teams by providing Administrative support. To help achieve our vision and mandate, we are looking for a good communicator and team player to provide province wide front-line customer service to workers travelling on claim-related business; provide support and guidance to internal WSIB staff and business partners on general travel procedures. You will also be responsible for processing and reconciling vendor/agent invoices and billing statements.

The Customer Service Travel Assistant will report to the Manager and will need to be proficient in responding to client enquiries via a telephone queue and email system.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

- Our Customer Service Travel Assistants provide province wide front-line customer service to workers travelling on claim-related business; provide support and guidance to internal WSIB staff and business partners on general travel procedures.
- Maintain security of data and travel/taxi warrants
- Process and reconcile vendor/agent & American Express Bank statements
- Respond to telephone inquiries from workers, representatives, escorts, treatment agencies and WSIB staff concerning general travel procedures and booking status; refer complex and/or booking problems to Transportation and Reservation Specialist.
- Perform a variety of administrative and clerical support duties related to transportation and accommodation

Privacy Statement

Personal information about you will be collected from your resume, application and/or cover letter under the authority of the Freedom of Information and Protection of Privacy Act, and may be used to assess your qualifications for vacant positions at the WSIB. Information will only be disclosed to WSIB hiring parties and the Talent Acquisition Centre to determine if you meet the requirements of vacant positions. Please email careers@wsib.on.ca, if you wish to have your information removed from our database.

PROFESSIONAL REQUIREMENTS AND QUALIFICATIONS

Must be a high school graduate plus have additional specialized courses or certificate program of up to one year or equivalent skills level in the areas of Customer Service and Office Administration.

If you are interested in these current temporary opportunities, I invite you to submit your resume and a cover letter.

As a precondition of employment, the Workplace Safety & Insurance Board will require a prospective candidate to undergo a criminal records name check prior to hire.

To apply for this position, please email a resume and covering letter in a single MSWord or PDF document to careers@wsib.on.ca by May 9th 2914, indicating "CSTA and your name" in the subject line. Alternatively, applications can also be submitted through LinkedIn.

We appreciate the interest of all candidates, but only those selected for an interview will be contacted.

Privacy Statement

Personal information about you will be collected from your resume, application and/or cover letter under the authority of the Freedom of Information and Protection of Privacy Act, and may be used to assess your qualifications for vacant positions at the WSIB. Information will only be disclosed to WSIB hiring parties and the Talent Acquisition Centre to determine if you meet the requirements of vacant positions. Please email careers@wsib.on.ca, if you wish to have your information removed from our database.