

The Assessment Representative is responsible to provide excellent customer service to employer stakeholders and ensure they understand WSCC policies and practices, and their rights and obligations under the *Workers Compensation Acts*. The incumbent is part of a team that reviews and investigates self-reported information, received through WSCC Connect, of approximately 4,000 employers, with approximately \$2.8 billion in assessable payroll. This review is to protect the integrity of the Workers' Protection Fund and ensure the organization has the assessment revenue it needs to conduct its business and fulfill its legal mandate.

As part of the clearance process, the Assessment Representative has the authority to release Principal Contractors from liability under Section 80 of the *Workers' Compensation Acts*. Failure to diligently investigate and apply decision making authority on clearance requests could result in significant loss of assessment revenue to the organization. Approximately 4000 clearance letters are analyzed and issued per year.

The Assessment Representative plays an important role to educate employer stakeholders with online services and access to WSCC Connect, and effectively resolves conflicts to gain compliance with the *Workers' Compensation Acts*, Regulations, policies and procedures. This includes ongoing education related to WSCC programs, account registration, clearances, payroll statements, payroll revisions, classification, industry rates, extension of coverage, assessment notices, monthly statements, and WSCC Connect. The Assessment Representative addresses all employer account inquiries via phone, email or mail, identifies issues and problem solves account discrepancies, with emphasis on first call resolution.

RESPONSIBILITIES

1. Provide customer service and management of stakeholder accounts.

- Provide Proof of Registration/Certificate of Compliance for business license and registries purposes.
- Identify the underlying stakeholder needs/inquiries and present options for solution.
- Communicate the resolution to the stakeholder and explain any changes that may have an effect on their account.
- Document all inquiries and resolutions on employer accounts.
- Provide accurate, valid and complete information by using legislation, policies and procedures.
- Investigate employer accounts to ascertain all information is correct and up to date before inactivating account.
- Maintains a Bring Forward (BF) system to ensure timely administration of files.
- Provide yearly cleanup of stakeholder accounts that have no current year activity.
- Review and recommends changes to procedures and policies.
- Recommend and refer files to Assessment Analyst and Payroll Auditor for review and audit.
- Monitor media and other information sources to determine proper registration of stakeholders operating in the Northwest Territories and Nunavut.
- Assist stakeholders with online services using WSCC Connect such as:

- Troubleshooting issues stakeholders may have when accessing services on WSCC Connect
- Adding an employer
- Adding and explaining the role of an access administrator
- Providing password reset assistance
- Obtaining a Clearance letter for bidding purposes or good standing
- Reporting and revising payroll
- Reporting contractors hired
- Updating employer account information
- Other duties as required.

2. Registering stakeholders and determining approval of clearance requests in accordance with WSCC policies and procedures.

- Assist stakeholders with account registration/reactivation using WSCC Connect, policies and procedures.
- Verify all submitted information for new account registration is correct and follow up with stakeholder if further information or documents are required.
- Investigate accounts for previous registrations, successor companies, and/or outstanding collections.
- Determine account status, interviewing stakeholder and analyzing data to decide what type of account the employer is to be registered as. If stakeholder is self-employed further examination must be done to determine if stakeholder qualifies as a self-employed company and if they qualify for personal optional coverage.
- Determine Industry Classification by analyzing the information to ensure the class and rate assigned imputes collective liability and all employers are in comparable operations thus ensuring protection of the workers fund.
- Decides when penalties are to be applied to the account in accordance with the *Workers' Compensation Acts* and policies.
- Educate stakeholders on policies and procedures related to industrial classification, industry rates, assessments, payroll reporting, clearance requests, and annual payroll reports.
- Prepare correspondence to advise stakeholder of their rates, clearances and any other relevant information.
- Transfer completed file to the Assessment Analyst for authorization.
 - Contact and interview stakeholders to verify that the necessary information to release a final clearance request is complete and accurate. Request any additional information needed for a decision to be made (these can be difficult conversations with non-compliant stakeholders).
- Assist stakeholder to bring account into good standing when an ineligible letter has been sent on a clearance request.
- Validates the stakeholders industry and rate to ensure they reflect the scope of work identified on the Clearance Request.
- Verifies that the stakeholders reported payroll is reasonable in comparison to the reported contract detail. If not, contacts the stakeholder for further information before a letter can be issued.

- Monitor receipt of stakeholder payments and notify stakeholders if account is in default of payment and withhold clearance.
- Decides when stakeholders are not in good standing and issues “Do Not Release” letters to stakeholder and principals.
- Evaluates all documentation – estimated payroll received, other contracts on file, payroll amount within industry standards, and payments up to date before issuing final clearance letters thus releasing principal from liability under Section 80 of the *Workers’ Compensation Acts*.

3. Investigate and resolve inconsistencies reported on Annual Payroll Reports.

- Provide assistance to stakeholders on completing annual payroll reports in the first quarter of the year (Jan – Mar) via phone.
- Process and revise annual payroll reports, effectively and efficiently, under strict time constraints. Request follow up information via phone or email when necessary.
- Investigate multiple queries within strict time constraints, (over and under payroll reporting, reporting subcontractors and unregistered subcontractors). Contact stakeholder via phone for further information to resolve outstanding queries.
- Determine stakeholder liability for assessments owing on labour portion of contracts for unregistered contractors and subcontractors.
- Review and determine status of all deemed accounts and make determination if the stakeholder account is still active/inactive or should be sent to Finance as a doubtful account.

4. Quality assurance related to stakeholder account financial transactions.

- Ensure financial compliance and good standing before responding to service requests from stakeholders.
- Investigate incorrect posting of payments to accounts and rectifying any errors.
- Investigate requests for refunds and make recommendations.
- Initiate 0 – 30 day collections each month by contacting stakeholder to advise of outstanding balance.
- Investigate and make recommendations if a penalty on a stakeholder account should be reversed.
- Provide Stakeholder Account Statement clarification.

WORKING CONDITIONS

Working Conditions identify the unusual and unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent.

Physical Demands

During annual payroll reporting season (Quarter 1 each year) there may be overtime required to ensure all payroll reports are dealt with in an effective and efficient manner.

Environmental Conditions

As normally found in an office environment.

Sensory Demands

As normally found in an office environment.

Mental Demands

Dealing with the pressures of clients' needs may create stress. Occasionally stakeholders will be verbally abusive and utter threats. Annual Payroll Reporting season (Quarter 1) has an exceptionally high volume of contact with stakeholders (via phone and in person).

KNOWLEDGE, SKILLS AND ABILITIES

- Experience working in an insurance industry.
- Aptitude to quickly learn new process and technology on a regular basis.
- Superior verbal and written communication skills.
- Ability to work in a fast paced and highly technical environment.
- Must be flexible within a team environment and high work volume.
- Ability to multi task between computer applications, listening to clients and processing work.
- Ability to interpret and comprehend WSCC *Acts*, policies and procedures or demonstrated experience working with other Acts and regulations.
- Proficient interpersonal skills, including tact and diplomacy, and the ability to communicate with stakeholders in a professional and courteous manner.
- Strong phone contact handling skills and active listening.
- Customer orientation and ability to adapt/respond to different types of stakeholders.
- Excellent computer skills, working in multiple operating systems in house data bases, such as Connect, CAAPS and other programs including Microsoft Office and Share Point.
- Proven problem solving and conflict resolution skills to ensure effective dealings with stakeholders.
- Demonstrated knowledge of financial and/or bookkeeping principles and proven ability to process financial transactions with a high degree of accuracy.
- Proven ability to work both independently and in a team environment with high work volume.
- Proven research, organization and time management skills in order to meet performance standards of the unit and manage a high workload volume.
- Knowledge of Access to Information and Protection of Privacy Act. (ATIPP)

Typically, the above knowledge, skills and abilities would be attained by:

A Business Administration Diploma or equivalent combined 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 or bookkeeping systems, business cycles, collections and/or insurance administration.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)
Level required for this Designated Position is:
ORAL EXPRESSION AND COMPREHENSION
Basic (B) Intermediate (I) Advanced (A)
READING COMPREHENSION:
Basic (B) Intermediate (I) Advanced (A)
WRITING SKILLS:
Basic (B) Intermediate (I) Advanced (A)
- French preferred

Aboriginal language: To choose a language, click here.

- Required
- Preferred

CERTIFICATION

Title: Assessment Representative

Position Number(s): 97-2004, 97-7651, 97-9864, 97-9912

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that I have read and understand the responsibilities assigned to this position.</i></p>	<p>_____ Supervisor Signature</p> <p>_____ Printed Name</p> <p>_____ Date</p> <p><i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i></p>
<p>_____ Senior Manager</p>	<p>_____ Date</p>
<p>_____ President & CEO</p>	<p>_____ Date</p>
<p><i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i></p>	
<p>The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.</p>	

Reviewed by Human Resources: _____