

IDENTIFICATION

Department	Position Title	
Workers' Safety and Compensation Commission	Assessment Representative	
Position Number(s)	Community(s)	Division/Region(s)
97-2004, 97-7651, 97-9864, 97-9912	Yellowknife	WSCC NT

PURPOSE OF THE POSITION

The Assessment Representative 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. This position is also responsible in educating stakeholders 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.

SCOPE

The Workers' Safety and Compensation Commission (WSCC) is a Crown Corporation of the Governments of the Northwest Territories and Nunavut that is directed by a Governance Council through the President & CEO. The WSCC headquarters operations are located in Yellowknife and regional operations in Iqaluit and Inuvik.

The WSCC promotes safe work places through education and prevention, and cares for injured workers through a system of no-fault compensation. The system is funded through the collection of assessments from employers and is governed by the *Workers' Compensation Acts* of the Northwest Territories and Nunavut.

The WSCC is committed to an environment free of racism and discrimination, where people feel safe when receiving services. This can be achieved by respectful engagement that acknowledges the importance of cultural differences and values Cultural Safety.

Located in Yellowknife, Northwest Territories, the Assessment Representative reports directly to the Assessment Supervisor, NT. 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 of

approximately 4,000 employers, with approximately \$2.8 billion in assessable payroll, 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 *Act(s)*. 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 and provide advice to employer stakeholders, and effectively resolve conflicts and communicate WSCC theories and principles 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, claims cost summaries, extension of coverage, assessment notices, and monthly statements.

RESPONSIBILITIES

1. Researches and gathers all relevant information on registering stakeholders in accordance with WSCC policies and procedures.

- Verify all submitted documentation for new account registration and contacts 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 then calculates and enters the penalty in accordance with the *Workers' Compensation Acts* and policies.
- Subject expert on educating stakeholders on policies and procedures related to industrial classification, industry rates, assessments, payroll reporting, clearance requests, incident reporting, and employer payroll statements.
- Prepare correspondence to advise stakeholder of their rates, clearances and any other relevant information.
- Transfer completed file to the Assessment Analyst for authorization.

2. Expert in determining approval of Clearance Request

- Investigate and determine that the full scope of the Clearance Request is submitted will all required information details of the Principal and Contractor.
- Contact and interview stakeholders to verify that the necessary information on the 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.

- Analyzes 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.
- Recommends Section 80 for stakeholder accounts that are not in good standing to the Collection Officer.
- 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.

3. Provide customer service and 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 and recommend action to the Collections Officer on doubtful accounts and liability of principal.
- Investigate requests for refunds and make recommendations.
- Manage 0 – 30 collections each month

4. Provide ongoing customer service and management of stakeholder accounts..

- Provide Proof of Registration/Certificate of Compliance for business license and registries purposes.
- Maintains a Bring Forward (BF) system to ensure timely administration of files. Review and recommends changes to procedures and policies
- Provide Stakeholder Account Statement clarification.
- 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.
- Other duties as required.

5. Investigate and resolve inconsistencies reported on employer payroll statements.

- Investigate multiple queries within strict time constraints, (over and under payroll reporting, reporting subcontractors and unregistered subcontractors).
- 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.

WORKING CONDITIONS

Physical Demands

As normally found in an office environment.

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.

KNOWLEDGE, SKILLS AND ABILITIES

- Proficient interpersonal skills, including tact and diplomacy, and the ability to communicate with stakeholders in a professional and courteous manner.
- Ability to interpret and comprehend WSCC *Acts*, policies and procedures or demonstrated experience working with other Acts and regulations.
- Excellent verbal communication, questioning, interviewing and active listening skills.
- Excellent written communication skills with a proven ability to write clearly and accurately.
- Proficient computer skills, working in multiple operating systems
- Proven problem solving and conflict resolution skills to ensure effective dealings with stakeholders.
- Excellent analytical, evaluative, investigative, and decision making skills.
- Demonstrated knowledge of financial and/or bookkeeping principles and proven ability to process financial transactions with a high degree of accuracy.
- Ability to perform and analyze complex financial calculations.
- Proven ability to work both independently and in a team environment.
- 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)*
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

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.

Equivalent combinations of education and experience will be considered.

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

Indigenous language:

- Required
- Preferred