



Customer Care Agent 1

Description

1. *Please contact your Career Coach to apply*
2. Overview:
3. As the Customer Care Agent 1, you will respond to enquiries related to standard insurance and registration transactions, informational enquiries, and performs related transactions, such as opening claims and scheduling appointments. The position responds to incoming contacts for which the response is standard and follows existing documentation and processes.
- 4.
5. Throughout all transactions, the Customer Care Agent 1 verifies the information entered in the appropriate system. The position maintains a high level of customer service within established Manitoba Public Insurance (MPI) business rules, policies, and procedures.

Duties

Responsibilities:

- Respond to standard incoming contacts in accordance with established service standards regarding MPI policies and procedures. Types of contacts can include:
 - Opening new claims in accordance with MPI claims handling procedures, ensuring that all relevant details relating to the claim are obtained from the claimant and that coverage is verified using effective telephone questioning techniques.

Categories

Business, Finance and Administration

Employer

Manitoba Public Insurance

Job Type

Part-time

Education Level

High School

- Advising claimants of applicable coverage, the procedures to be followed when filing a claim and the MPI approved process for handling the claim.
- Categorizing new claims as non-contentious, contentious or bodily injury.
- Scheduling the necessary appointments using the computer system technology.
- Performing basic insurance and drivers' licensing transactions according to defined and highly standardized processes, providing customers with relevant information resulting from the transaction.
- Search knowledge management databases to locate the information required to respond to enquiries.
- Develop and maintain a working knowledge of MPI policies and procedures in order to adequately respond to enquiries.
- Monitor personal contact handling performance against established service standards and KPIs, and actively works to resolve personal performance issues.
- Actively participate in identifying opportunities to improve departmental service quality.
- Work cooperatively with peers and supervisors to promote a team environment in which all staff assists others with managing responsibilities and fulfilling duties successfully.

Qualification

Qualifications:

- High school diploma or equivalent.
- Three years of customer service, administrative office or contact centre experience.

1. Employee Benefits:

2. **Health benefits**

3. We offer a comprehensive health benefits program that includes:

- flexible health, dental and vision plans
- health spending account
- travel health coverage
- other extended health benefits such as ambulance, massage and physiotherapy

1. **Financial security**

2. In an effort to support financial security, we offer:

- registered pension plan
- group, dependent, and optional life insurance coverage
- critical illness insurance
- sick leave to cover short-term disability
- long-term disability

1. **Wellness**

2. We offer programs that focus on how to better achieve a balance between work and personal commitments, as well as maintain a healthy workplace culture. This includes:

- vacation entitlement
- maternity, parental and adoptive leaves
- bereavement and family responsibility leaves
- employee and family assistance program
- mental-health programming
- lunch-and-learn offerings
- discounted gym memberships and wellness account

1. **Diversity and inclusion**

2. Manitoba Public Insurance believes that diversity and inclusion strengthens us. We consider ourselves to be a barrier-free organization where individual values, beliefs and practices are respected and appreciated for the diversity they bring to our work life.

3. **Employee recognition**

4. It's important to recognize our employees for their contributions. Not only do we recognize employees as they achieve milestone years in their careers, we also have several outlets for leaders and peers to reward each other for work well done.

5. **Professional development**

6. We want our employees to grow, which is why we offer support in keeping their skills up-to-date. We offer in-house training, professional development and an educational assistance program.

7. **Safety and health**

8. In an effort to encourage a safe and healthy work environment, we offer various safety, health and workplace policies and programs along with technical expertise and assistance to support employee activities in safety and health.