

Job Posting**Paralegal - Incoming Claims Specialist - Ontario**

Reports to: Incoming Team Lead

The Paralegal - Incoming Specialist role is the gathering stage of the claims process, where it's expected that claims will be investigating and filed for clients. The new reports are assigned throughout the day from clients, who either file online through WE portal or through paper reports (faxed and emailed). Review and investigate new claims to determine what missing information is needed, as well as determining if an objection can go in on the claim. Earnings information is requested from clients or obtained through client payroll systems. Writing objection letters and completing basic return to work follow ups is also part of this role. Making and receiving phone calls from clients and Board members to discuss claim details. Managing desk with WE dashboard, keeping data correct and staying on top of errors on daily/weekly basis.

Employment Responsibilities

- Receive and investigating new claims
- Request earnings from clients or obtained from client payroll systems
- Send emails or make phone calls to obtained information needed to file claim and/or to file and objection
- Input all received data correctly into WE system for claims management
- Setting follow ups for any outstanding information and ensure that any follow ups that have been completed, are closed off and coded as "completed"
- Other duties as assigned

Qualifications:

- Paralegal Diploma or HR Designation
- Work experience in a workers' compensation claims management capacity either at the WSIB (or a similar provincial workers' compensation board-commission) or in an in- house capacity at a private company.
- Corresponding knowledge of workers' compensation statutes, policies and procedures. Workplace health and safety would be an asset but not necessary.
- Proficient with Microsoft Office Suite (Outlook, Word, Excel, Power Point).
- Proven organizational and time management skills.

Work Schedule

- Full time, permanent role
- Hybrid scheduled - 2 days in office, 3 days from home

How to Apply:

If you are interested in applying, please forward a cover letter and resume to Human Resources: Careers@windleyely.com

1200 Commissioners Rd. E. Unit 103 London ON N5Z 4R3 T:(519) 657-4242 F:(519) 657-4457 www.windleyely.com

Accommodation is available in all aspects of the recruitment process. If accommodation is required applicants should make this known in advance to Sarah Ryckman, Human Resources Manager.

We thank all applicants for their interest; however only those chosen for an interview will be acknowledged.
