



Where ideas work

**Ministry of Labour  
Campbell River**

**Intake Administrator  
\$46,182.50 - \$52,157.99 annually**

**A great opportunity to take the next step in your career**

The Workers' Advisers Office (WAO) is a branch of the Ministry of Labour. The mandate of the WAO is found under section 350 of the Workers Compensation Act. The WAO provides free and independent advice, assistance, representation to workers, their dependents, and stakeholders on workers' compensation issues. The WAO Intake Administrator (IA) is the first point of contact for clients.

As the Intake Administrator, you will review and analyze client complaints and provide information, advice and direction on the next steps a client needs to take in the claim or formal appeal process, including what documentation and evidence may be required to substantiate the claim. You will also provide information about a client's rights and options and assist advisers in managing information requirements and documentation for client files.

The BC Public Service is committed to creating a [diverse workplace](#) to represent the population we serve and to better meet the needs of our citizens. Consider joining our team and being part of an innovative, inclusive and rewarding workplace.

**Qualifications for this role include:**

- Grade 12 graduation or equivalent.
- One year experience providing administrative and clerical support to others in a team environment.
- One year experience answering a multi-line switchboard, or a call center type phone line.
- Demonstrated experience with word processing.
- One year of experience communicating and intervening appropriately with clients who are catastrophically injured, angry, depressed and/or suicidal and diffuses volatile situations effectively. Preference may be given to applicants with experience and/or training in conflict management.

**For more information and to apply online by June 9, 2022, please go to:**

<https://bcpublicservice.hua.hrsmart.com/hr/ats/Posting/view/88263>