

MSP Document Processing Level 1 - Grid 7

716 Yates St., Victoria, BC, CA

Worker Category : **Auxiliary**

Job Class **Goal Reward Bonus PI**

In & Out of Service

Document Operations

Start Time: 8:00 AM

End Time: 3:30 PM

This is an auxiliary position working as and when required.

New hires will start at a probationary rate of \$20.22 up to 913 hours worked.

Role Summary

This position processes applications and forms related to MSP enrolment that are low complexity and high volume. This involves validating the information provided and entering it into our enrolment system, as deemed appropriate by policies and procedures.

Key Responsibilities

1. Process documents submitted by the public and third parties to meet our SLR's which require HIBC to process 80% of all incoming documents within 10 business days, and 99% within 20 business days, and to provide excellent customer service.
2. Understand and comply to MAXIMUS, legislated and client policies and work procedures accurately, 98% of the time to meet our Quality SLR and to provide excellent customer service.
3. Adhere to your work commitment and daily schedule 95% of the time so that MAXIMUS can meet it's business goals efficiently and reliably.
4. Manage your interactions with callers, clients and colleagues respectfully, collaboratively and professionally to contribute to a harmonious, productive work environment.

Education and Experience

Before Hiring

- high school diploma or GED equivalent, required, may be subject to standardized testing
- proficiency in basic computer skills and ability to operate standard office equipment

Understand the Principles of

- customer situational judgment
- customer service
- plain language communication
- professional, pro-social inter-relations
- privacy and security of personal information

After Hiring

- basic Medical Services Plan policies