

RECEPTIONIST

ABOUT ELLEMENT

Ellement Consulting Group (Ellement) is a privately-owned actuarial consulting firm that has been providing actuarial, administration, software programming, and consulting solutions for pension, benefits, and investment programs for individuals, corporations, unions, associations, and governments for programs based in Canada since 1996.

Our mission is to design, implement, and manage employee benefit programs for individuals and institutions to provide economic security at a reasonable and affordable cost.

We currently have a great opportunity for a Receptionist to join our team at our office in Edmonton, Alberta.

POSITION SUMMARY

- Greets clients and visitors arriving at reception.
- Provides information/forms to client/visitor as appropriate and answers eligibility and basic claims related questions.
- Receives incoming telephone calls by providing callers with information or transferring calls to appropriate individuals.
- Receives incoming e-mails and faxes and directs inquiries as required.
- Prepares outgoing mail on daily basis.
- Responds to basic email inquiries.
- Accepts incoming self-payments from members.
- Processes claims for Trust Funds and Corporate clients.
- Contacts providers as required to obtain missing information.
- Any other duties needed to help drive to our Vision, fulfill our Mission, and abide by our Organization's Values.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

- Professional attitude and appearance.
- Attention to detail and commitment to accuracy of work.
- Excellent interpersonal communication skills including training/experience dealing directly with customers.
- Good written communication skills.
- Excellent organization skills and ability to prioritize tasks, including ability to meet company service standards.
- Good analytical, decision making, and problem-solving skills.
- Flexible and adaptable.
- Ability to multi-task.
- Strong ability to work very independently as well as part of a team.

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QUALIFICATIONS, EDUCATION AND EXPERIENCE REQUIRED :

- Minimum of High School Diploma or equivalent.
- Maximum 5 years experience as a receptionist or customer service experience in a client-focused organization.
- Proficient in Microsoft Word, Excel and Outlook.
- Experience with and/or training in medical and dental terminology would be an asset but not a requirement.
- Possess current Commissioner for Oaths appointment or be willing to obtain and maintain same.
- Bilingual (English and French) an asset.

At Ellement, we believe in investing in our business and operating it as effectively as we can. One of the best ways we know is by hiring great people. We also know that by investing in our employees and encouraging ongoing education, upgrading, and training, we're building an environment where staff feel supported, involved, and engaged. We offer a challenging, team-oriented work environment, competitive compensation and benefits package, and ongoing support for your professional and personal growth.

We thank all candidates who apply, however, only those selected for an interview will be contacted.