

**Financial/Agreement Coordinator**  
**Full Time (35-40 hours per week)**  
**WorkBC Employment Services**  
**Remote (BC)**  
**Comp: WORKBCFAC**  
**Closing Date: May 21, 2021**

In order to apply please submit cover letter stating expected salary and resume via email to [hr@bowmanemployment.com](mailto:hr@bowmanemployment.com). Please quote comp. in subject line.

## **POSITION SUMMARY**

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Bowman Employment Services Inc. (BES) provides a diverse range of employment services throughout the Province of British Columbia. BES works as a partner organization in several catchments in BC.

We are seeking experienced Financial/Agreement Coordinators to manage, document and monitor cases for Clients participating in training services and Employers receiving Wage Subsidy benefits. The Financial/Agreement Coordinator ideally possesses in-depth knowledge of WorkBC Employment Services policy, Integrated Case Management (ICM) system and has demonstrated skills and experience in effective communication and possesses high levels of accuracy and documentation skills ensuring the highest level of data quality and Client/Employer services.

## **KEY DUTIES AND RESPONSIBILITIES**

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- Work collaboratively with Clients, Employers, Agreement and Financial Coordinators and Employment Consultants
- Communicate WorkBC Employment Services policies and guidelines to Clients and Employers, ensuring thorough understanding of eligible funding and services, rights and obligations under the Program as related to financial supports
- Complete all required documentation and notes in ICM, accurately recording Client/Employer communications and activities
- Setup Clients and Employers in payment processing software ensuring all data entered is accurate, entered timely and is verified against ICM data
- Process Employer Wage Subsidy claims, including securing documentation supporting claims
- Balance and reconcile Client and Employer payments
- Ensure all required documentation related to financial agreements is up to date, thorough and complete and required documents are uploaded to ICM in an accurate and timely manner, meeting program policy requirements

- Closure of finance file ensuring all documentation and notes are complete and all benefits within ICM are completed
- Ensure Client progress is monitored as required and all required documentation is uploaded, in a timely manner, to ICM
- Work with centralized agreement and finance team to support Client service participation progress and successful completion

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

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- Fully understand and be able work within WorkBC Employment Services policies, procedures, and guidelines as they relate to Client/Employer eligibility for services and financial supports and funding levels
- High level of knowledge of Provincial Labour Market needs, demands and changes and ability to continually research Labour Market trends
- Communicate non-compliance issues to Clients/Employers and management in a timely and professional manner
- Work with BES management and WorkBC Employment Consultants to resolve issues
- Develop and maintain professional and collaborative relationships with co-workers, Clients, Employers, and catchment stakeholders
- Effective communication skills including conflict resolution and constructive listening skills
- Sensitive to cultural, ethnic, and personal diversities
- Strong understanding of and adherence to Privacy and Confidentiality laws, policies, and regulations
- Strong interpersonal skills and capable of working with diverse populations
- Excellent time management, organizational, written, and verbal communication skills, attention to detail and accuracy
- Ability to work independently
- Ability to self-manage workloads and alert BES management in a timely manner of any workload challenges/issues
- Proficient with technology in a Windows environment, MS Office, printers / scanners, utilizing web-based tools and ICM
- Ability to meet performance measures and goals and support Clients to achieve sustainable employment outcomes
- Ability to self-manage complex responsibilities
- Proven ability to be adaptable and flexible in approach by adjusting to changes in services and program policy, the labour market, and Client needs

## **TRAINING, EDUCATION AND EXPERIENCE**

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- Related degree, diploma, certificate or a combination of relevant education and experience
- Minimum three years' experience in employment/workforce development service delivery environment

- WorkBC Employment Services or related work experience is an asset
- Experience and expertise utilizing ICM is an asset

## **OTHER**

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- Must be a team player and be flexible in cross training and assisting team in a variety of positions
- Must be able to present required Criminal Record Check
- Fluency in French is an asset

*We thank all applicants for their interest in the position, however only qualified applicants will be contacted for an interview.*