 **Bilingual Claims Processing Coordinator**

Adecco is currently hiring for, full-time Bilingual Claims Processing Coordinators for our client located in Ottawa. This position is a temporary role that will lead to a permanent, full-time opportunity based on work performance during the 4-week training period. To qualify for this Bilingual Claims Processing Coordinator role, you must be familiar with accounts payable and receivable processes, 1-2 years’ experience with processing clients claims and bilingualism is required. Some knowledge in relocation, residential real estate, residential mortgages, legal or finance is also an asset.

Our client is all about mobility. Join one of the leading companies in global talent mobility, partnering with some of the largest organizations in the world to keep their employees on the move. This opportunity pays $18.46/hr and is Monday to Friday 37.5 hours a week. You will be required to work an 8-hour shift work schedule that will vary between the hours of 8am-8pm.

Bilingual Claims Processing Coordinator Responsibilities:

* Manage expense claims in accordance with the relocation policy (verification and reconciliation of expenses)
* Analyze claims to determine if eligibility requirements and claim filing requirements are met and make determinations
* Process all claim types by determining corrective action to be taken on various types of errors generated by the system and resolving these errors
* Complete invoice verification functions in an accurate and timely manner
* Facilitate travel arrangements for Customers
* Deal tactfully with people in a wide variety of situations to convey a favorable corporate image
* Contact appropriate individuals for urgent and emergency requests to ensure requests are handled in a timely manner
* Complete all daily assigned call backs/follow ups with clients to ensure customer satisfaction
* Identify area of opportunity and utilize skill/ knowledge to suggest improvements
* Data entry
* Understand the Customer’s relocation budget in accordance with Relocation Policy, and the standard operating procedures
* Provide direction/information to clients and from time to time service providers as required to ensure excellent coordination/execution of work with minimal disruption

Bilingual Claims Processing Coordinator Qualifications:

* College graduate or equivalent work experience
* Knowledge in relocation, residential real estate, residential mortgages, legal or banking is an asset
* Familiarity with the accounts payable/receivable process.
* 1-2 years’ experience with the processing of client claims
* Previous experience in a customer support role through a contact center
* Professional, self-starter with the ability to assume additional responsibilities and work flexible hours as required
* Team player who can work with minimal supervision in a fast-paced environment
* Good interpersonal and communication skills
* Superior customer service skills and orientation
* Collaborative style needed
* Ability to maintain professionalism always under stressful situations
* Strong organizational skills
* Analytical and detailed oriented with effective time management skills
* Excellent administrative skills, including record keeping
* Ability to plan and manage work under time constraints, without direct supervision
* Bilingualism is required

Why Work for Adecco?

• Great pay + 4% vacation pay

• Paid weekly – accurate and on time

• Medical and dental benefits once qualified

• Strong health and safety programs

• Flexible shifts

• Generous referral bonuses

• Free training programs

If you are interested in this Bilingual Claims Processing Coordinator position in Ottawa, apply by clicking the “Apply now” button below.

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