



At ICBC, it's our job to make sure the car insurance system works for all British Columbians, today and in the future. If you want to make the most of your skills and expertise while growing your career, we want you. A career at ICBC is an opportunity to be part of a talented, diverse and inclusive team that is driven to serve its customers and community. You can expect a competitive salary, comprehensive benefits and a collaborative work environment. If you are reliable and dependable, contact us today to be part of our talented and diverse team as we work together to create an insurance system we can all be proud of.

We welcome applications from all qualified job seekers. If you are a job seeker with a disability, please let us know as adjustments can be made to help support you in delivering your best performance.

Career Opportunities for People with Disabilities

Job Title:	PWD	Reference Number:	118012
Location:	Various Locations	Employment Type:	Permanent Full Time
Hours of Work:	7.5 hr Day Shift (M-F)	Posted Date:	2023/09/19

Position Highlights

ICBC is committed to creating a work environment where each and every one of our employees can feel they truly belong. Having a diverse workforce that includes people with disabilities is paramount to this mission. Fostering a hiring process that seeks candidates with disabilities and provides an environment in which they can thrive can help mitigate current staffing gaps, power innovation, and support a strong organizational culture. As a company we strive to ensure every candidate has a world class recruiting experience. We therefore invite you to apply to this posting. When you submit your application to this posting, you are applying to multiple positions and will be joining our dedicated talent pipeline.

A member of our Recruitment team will connect with you to discuss your interest and experience and work to match you to current or future opportunities that complement your knowledge, skills and abilities.

There are career opportunities within ICBC in a wide range of departments and functions located throughout British Columbia. We offer permanent full-time and part time opportunities as well as temporary opportunities. The role could be a front office or back office position, providing customer service and administrative support for an assigned area in this fast-paced, service oriented environment.

The responsibilities may include;

- Performing a variety of customer service related duties including providing customers with information, responding to enquiries in person, on the phone and via email for the assigned area.
- Determining the nature of enquiries, respond and/or redirect to the appropriate resource.
- Providing administrative support for the assigned area. These may include completing correspondence, maintaining accurate records and files and entering, retrieving and analyzing data.
- Preparing and reviewing reports and documents for accuracy and error correction.
- Conducting searches for information on computer databases. Identifying and/or certifying and releasing appropriate documents and information.
- Collaborating with other departments to complete work and resolve problems.



Position Requirements

The successful candidates will have;

- Ability to communicate clearly and effectively
- Proven organizational, planning, analytical, problem-solving, customer service skills
- Ability to learn quickly and work independently
- Proficiency with relevant computer applications

Position Information

What we offer:

- Competitive Salary & Benefits: We are committed to providing industry competitive salary and benefits.
- Continuous Training: We offer continuous in-house training to ensure you are equipped with the knowledge to be successful in your role.
- Hybrid of On-site and Working from Home: We offer flexible working arrangements as we continue to support our employees in balancing their career and life commitments.
- COVID-19 safety protocols: We comply with WorkSafeBC and the health authorities of British Columbia to ensure your safety and wellbeing.
- Engaging Culture: We promote an inclusive and diverse work environment. We have a dedicated Indigenous Employee Resource Group (ERG) working towards the vision of increasing the presence of Indigenous employees at ICBC by building awareness, understanding and support for Indigenous cultures and issues. It provides a safe space for Indigenous staff to connect and access support.

Please note only those legally entitled to work in Canada at present will be considered for this position