

**IMPORTANT: DATE STAMP THIS NOTICE AND POST IMMEDIATELY ON ALL BCGEU BULLETIN BOARDS. DO NOT REMOVE UNTIL AFTER THE CLOSING DATE BELOW.**

**LEGAL SERVICES SOCIETY  
POSTING**

**TO:** LSS STAFF (cc: BCGEU)  
**FROM:** HUMAN RESOURCES DEPARTMENT  
**POSITION:** TARIFF ACCOUNTS EXAMINER  
ONE REGULAR FULL-TIME TERM POSITION (to February 28, 2019) - VANCOUVER  
This position is on the modified work schedule  
**COMPETITION NO:** B059-18  
**DATE POSTED:** JUNE 25, 2018  
**CLOSING DATE:** JULY 9, 2018  
**STARTING DATE:** ASAP  
**SALARY:** Job Class 7 (\$41,451 - \$47,316)

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**PRIMARY FUNCTION:**

To process lawyer and third party accounts from legal aid referrals regarding criminal, CFCSA, immigration, family, judicial appeals, duty counsel, circuit counsel, Disbursements and Transcripts; provide front-line lawyer assistance, including technical assistance in E-services.

**The following job duties are illustrative examples, and shall not be construed as an exhaustive description of all the work requirements that may be inherent in the job.**

**DUTIES:**

**1. PROCESS AND ENSURE ENTITLEMENT ACCURACY OF LAWYERS BILLINGS:**

- a) Process priority accounts ; ensure accuracy, correct, approve, deduct claims and process for payment in accordance with multiple tariffs;
- b) Review referral billings and supporting documents; assess authorizations to associated claims; check computations;
- c) Identify errors, omissions and unsupported billings according to Tariff rules, ensure accounts are in compliance with Intake Policies and Procedures – coverage & referrals restrictions, ensure case results reported are consistent with fees billed;
- d) Recognize unusual, suspect or "trigger" billings, draft explanatory memo and forward to Audit Department;
- e) Prepare requests for extra fees above Tariff allowances calculating services unbillable for Case Management review; enter approvals into the payment system and process for payment;
- f) Query lawyer's billing via written correspondence; assess responses in combination with the tariff contract and assess eligible claims for the services provided; and
- g) Communicate with lawyers by correspondence, telephone or email to assist with Tariffs/Policies/billing/E-services issues; and lawyer recruitment and retention strategies.

**2. CORRECT COMPUTER EDITS:**

- a) Analyze account processing system edits – initiate internal resolutions to account claims, such as system over-rides & approvals of claims subject to reasonableness thresholds or claims contrary to system edits/errors but permissible by business procedures and policies and application of Tariff policy and practices;
- b) Notify lawyers in writing of any changes made to their accounts; and
- c) Investigate by conducting review of previous or stand-alone accounts, correspondence, and reference material; correspond with lawyer if necessary to resolve discrepancies.

**3. PERFORM ADMINISTRATIVE DUTIES:**

- a) Provide front-line new lawyer support & orientation regarding Tariffs, billing, E-services including online technical support – trouble shooting and instruction of the suite of tools, such as e-billing, My Profile, E-authorizations, etc. as well as technical user issues such as unlocking user accounts and password resetting;
- b) Respond to enquiries from lawyers and explain the more complex Tariff rules;
- c) Attend department meetings, present billing problems with solutions for consideration;
- d) Draft correspondence;
- e) Maintain tariff manual updates;
- f) Distribute department mail and faxes; and
- g) Use computer and other office equipment.

**4. PERFORM OTHER RELATED DUTIES:**

- a) Monitor and respond to helpdesk inquiries;
- b) Liaise with referring offices, local agents and other internal departments; and
- c) Perform other related duties as required.

**QUALIFICATIONS:****Basic requirements**

- grade 12 education supplemented by legal course(s)
- minimum 2 years relevant experience as outlined in rated requirements
- typing speed 30 wpm
- OR an equivalent combination of education and experience

**Rated requirements**

- Knowledge of criminal, family, immigration, judicial appeals and human rights court and tribunal processes
- knowledge of LSS policies and procedures
- knowledge of LSS Tariffs
- knowledge of lawyer billing practices
- knowledge of technical tools and online/web-based environment
- knowledge of LSS client relations and case management systems
  
- ability to interpret computer generated billing error messages
- ability to draft correspondence to lawyers
- ability to identify, analyze and solve problems
- ability to organize workload, identify urgent work items and set priorities
- ability to cope with heavy volume of work and meet deadlines
- ability to work with numbers and pay attention to detail
- ability to work independently and as part of a team
- ability to deal with frustrated, demanding and/or hostile lawyers, primarily on the telephone
- ability to understand and assess LSS Intake coverage and referral Policy
- must have excellent communication and interpersonal skills
- must be familiar with general software applications (MS Word, Outlook)
- must be able to provide technical support to lawyers E-services system
- ability to assist and train lawyers and their staff on multiple tariffs and online E-services
- ability to adapt to constant changes (Tariffs, Internal Policies and Procedures)

**This competition requires the candidate to complete the following tests:**

- **Typing – 30wpm**

**We offer (based on your employment status and affiliation):**

- A competitive salary
- 35 hour work week
- Four weeks paid vacation to start that grows the longer you're with LSS
- An excellent employee benefits package, where premiums are 100% paid by LSS
- Support for training and development
- Pension plan
- An employee and family assistance counseling program
- The opportunity to participate in various Employee programs (Employee Wellness, etc.)
- Generous leave provisions (sick time, special leaves)
- Modified work week/flex time for some positions
- 13 paid statutory holidays

Interested candidates should submit a covering letter, together with a résumé, outlining how their qualifications meet the above position requirements, to:

**LEGAL SERVICES SOCIETY  
Human Resources Department  
Competition no: B059-18  
400-510 Burrard Street  
Vancouver, BC V6C 3A8**

**E-mail address:** [resumes@lss.bc.ca](mailto:resumes@lss.bc.ca)

**VISIT OUR WEBSITE AT** [www.legalaid.bc.ca](http://www.legalaid.bc.ca)

*We would like to thank all external applicants for their interest but regret that only those shortlisted will be contacted. The Legal Services Society is committed to building a skilled, diverse workforce reflective of Canadian Society. We are committed to employment equity and encourage applications from indigenous people, visible minorities, women and persons with disabilities.*