

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 POSITION - VANCOUVER
This position is on the modified work schedule
COMPETITION NO: B080-18
DATE POSTED: AUGUST 9, 2018
CLOSING DATE: AUGUST 20, 2018
STARTING DATE: ASAP
SALARY: Job Class 7 (\$41,451 - \$47,316)

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 – 30 wpm**

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: B080-18
400-510 Burrard Street
Vancouver, BC V6C 3A8**

E-mail address: resumes@lss.bc.ca

Please indicate **competition #, position title**, and whether you are an **internal or external** applicant in the posting in the email **subject line**.

VISIT OUR WEBSITE AT 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.