

Job Announcement
Washington State Labor Council, AFL-CIO
Project Help - Bilingual Claims Specialist

Project Help is a resource for injured workers, employers, and other interested parties seeking help with Washington State's workers' compensation concerns. Injured workers contact this program for help with their vital questions, assistance for quick claims resolution, navigating the claims process and seeking information on industrial insurance. This program provides educational information and guidance to ensure appropriate benefits are received under industrial insurance law.

The Washington State Labor Council, AFL-CIO and Project HELP are looking for a full-time Bilingual Claims Specialist to assist in providing services to individuals, including Spanish-speaking workers.

Project Help Claim Specialist is a multi-faceted position; the job duties include:

- Furnish one-on-one guidance/assistance on workers' compensation queries to this office;
- Provide office assistance to the director; gathering, compiling, and analyzing data;
- Logging and maintaining claim files;
- May require some translation of materials from English/Spanish;
- Provide assistance, gather information and identify issues, and work collaboratively with others to facilitate claims resolution.
- Participate in a variety of continuing education events and programs

Job Requirements: Proficient in Spanish and English; excellent communication and listening skills; ability to manage time and prioritize tasks effectively; excellent customer service skills; familiarity with Microsoft Office programs, ability to work independently as well as with a team; commitment to the principles of organized labor. Security clearance and occasional travel will be required. Familiarity with Washington State's Workers Compensation system is a plus, but not required as training will be provided.

Workload, Salary and Benefits:

35 hours per week, salary \$52-\$62K/year, DOQ and in accordance with Master Trade Section Agreement of the Office and Professional Employees International Union, No. 8, AFL-CIO. Full benefit package.

Start Date: ASAP

Please send resume and cover letter by May 17th to Willa Kamakahi- wkamakahi@wslc.org

Black and Indigenous people, people of color, immigrants, women, LGBTQ+ folks and people with multilingual skills are strongly encouraged to apply. WSLC is an equal opportunity employer.

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