

Company Expectations:

WPA WCS expects all employees to be professional at all times, work effectively as a team, and treat colleagues with respect while prioritizing customer interests in all our endeavours. Employees are required to adhere to our Company Policies, as well as any additional requirements that may arise due to regulation by the Financial Conduct Authority (FCA) and Prudential Regulatory Authority (PRA).

Job Position: Knowledge Process Associate (Temp)

CTC- 4.5 LPA

Contract- 12 months.

Work time- UK shift 12pm - 8pm

Experience: 0 – 2 Years

Job Location: Koramangala, Bangalore

Qualification: B.Sc/M.Sc (Life Science Specialization)

About the Role:

The primary objective of this position is to efficiently direct relevant emails to the respective departments for prompt action. Within the Outlook Mailbox, the individual will be responsible for managing emails originating from diverse sources such as brokers, HP, hospitals, and specialists. This shared email address, prominently featured on the WPA website, serves as the point of contact for inquiries, clarifications, claims, medical report submissions, invoice submissions, and more. The role involves segregating these emails and forwarding them to the appropriate department for timely resolution. And any other claims/invoice administrative responsibility.

Roles and Responsibilities:

- Accurately identify the correct customer/document type and index them into the appropriate workflow.
- Precisely transpose information related to medical expense invoices.
- Verify applications for WPA recognition and escalate to the UK Team if verification cannot be established.
- Perform administrative updates to Medical Provider records and escalate issues to a senior team member when necessary.
- Compile small to medium company quotes with a high level of accuracy.
- Accurately transpose and validate information on medical expense invoices and process them through the payment system, escalating issues to senior WCS members or the UK Team as needed.

Interview Rounds: (Face To Face)

- Written Test
- Managerial Round
- HR Round
- MD Round