

## Business Process Analyst

HSB BI&I is a leader in providing specialized equipment breakdown insurance. We provide insurance and reinsurance to Canadian and global businesses through our coast to coast network of offices, 4,000 independent insurance brokers and over 50 major insurance companies. HSB BI&I is a member of the Hartford Steam Boiler Group and part of the global Munich Re Group of Companies.

- We have over 140 years of experience and through our modern systems and practices remain unsurpassed in meeting our customers' needs.
- You can become an expert in your field while enjoying a healthy work/life balance and a collaborative, friendly atmosphere in our offices.
- We offer a comprehensive benefits program to our employees.

We invite you to learn more about us at our website: [www.munichre.com/hsbbii](http://www.munichre.com/hsbbii)

### Primary Objectives:

Reporting to the Manager, Insurance Operations and Facilities, the Business Process Analyst works in conjunction with insurance operations to develop, map and monitor solutions for our Electronic Data Transfer (EDT) and Electronic Content Management (ECM) projects. The Business Process Analyst works cross-functionally across the business and with external partners to develop and deliver policy processing solutions. This role is ideal for a tech savvy professional with a strong operational background in insurance and understanding of policy processing logistics. The incumbent is someone who is passionate about analytics and leveraging information for a better customer experience while maintaining HSB BI&I's high service standards.

### Job Responsibilities:

- Forming the structure and development of EDT (beginning stages); Mapping, overseeing and monitoring EDT results; proactively resolving issues and providing lasting solutions.
- ECM: Digitization plus improving the structure and workflows in conjunction with IT and external vendors. Oversee the implementation and training across all offices and Head Office departments.
- Collaborate with IT to develop efficiencies, solutions, automations and workflow system improvements while delivering high quality and value.
- Coordinate with IT on HSB BI&I policy system releases, testing and the overall training of all policy system changes or new procedures.
- Liaise with regional supervisors on workloads; monitor central policy production processing.

### Qualifications:

- University Degree or College Diploma related to Business or Commerce.
- 3-5 years insurance experience an asset as would CIP designation in progress.
- Detail oriented, and proficient computer skills (Microsoft).
- A self-starter with the ability to work independently, solve operational issues and meet deadlines.

- Project Coordination experience is an asset.
- Excellent written, verbal communication and presentation skills.
- Demonstrated drive for operational improvement.
- Professional and organized; strong and supportive team player.
- Flexible, highly adaptable, hardworking and enthusiastic.

Creating and maintaining a work environment that promotes respect, diversity and dignity is important to us. We strive for equality in our workplace, to eliminate employment barriers, and promote a workplace based on principles which align with our company values and promote positive employee practices.

Candidates requiring accommodation during any stage of our selection process should advise us of this; we will strive to work with individuals to find a suitable means to meet their needs.

If you are interested in applying for this position, please quote Job Reference **BPA0519-BW** and send a covering letter along with a resume to: [hr@biico.com](mailto:hr@biico.com).

We thank all candidates for their interest; however only those selected for interview will be contacted.