



## Farm Mutual Re

Collaborate. Empower. Succeed.

### **MANAGER, PROCESS IMPROVEMENT**

Farm Mutual Re Cambridge, Ontario, Canada (Hybrid)

**Join our Canadian reinsurance company and experience the passion it takes to empower and advance our mutual insurance community!**

We have an exciting opportunity to join one of Waterloo Region's top employers as a Manager, Process Improvement on our Process Improvement team. With this position, you will have the opportunity to join a culture that takes pride in being honest, delivering on promises and is committed to doing what is right.

#### **The Role:**

This role is a part of Farm Mutual Re's Process Improvement team and the successful candidate will be responsible for driving process efficiency across different functions within Farm Mutual Re. This role will involve leading a team of robotic process automation (RPA) Developers and Product Management, identifying opportunities for process automation, and implementing strategies to optimize operational performance across the organization. This role reports directly into the CTO.

This position offers a hybrid work schedule.

As the successful candidate, you will:

- Lead a team of developers to ensure the successful implementation of robotic process automation solutions.
- Provide direction to Product Management in defining and managing product roadmaps.
- Collaborate with internal business partners to identify suitable automation processes and analyze process workflows, data flows, and system interactions
- Develop, measure and track process performance metrics to evaluate the effectiveness of improvement process initiatives.
- Provide reporting on progress towards tactical objectives and operational plans for executive management, including which planned objectives have been achieved, deliverables obtained, and performance targets met.

#### **Your Skills and Qualifications:**

- You have 7 years of experience in process improvement & automation roles
- You have post-secondary education, preferably in Business, Engineering, or a related discipline.
- You have exceptional ability to investigate root causes of problems, interpret data, and develop effective solutions



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- You have a demonstrated history of successfully leading and implementing process improvement initiatives in business environments, ideally within the insurance or financial services industry.
- You possess outstanding communication and interpersonal skills, along with being naturally curious, detail-oriented, and have a passion for solving complex problems.
- You have experience leading teams, which includes providing formal training, professional development and evaluation of others

### Join Our Team!

Recognized as one of Waterloo Area's Top Employers 2024 as well as one of Canada's Greenest Employers 2024, at Farm Mutual Re we are committed to inclusion for all and cultivating belonging where everyone can be their authentic and best selves.

Operating since 1959, Farm Mutual Re is a general reinsurer, sharing in the property, automobile, liability, and other risks originally accepted by insurance companies operating principally in Canada.

We're passionate about empowering and supporting our employees and business partners. Our relationships are the foundation that helps us advance the mutual insurance community. We take pride in giving back to our community and the environment. We hold ourselves accountable for the promises we make to our members, employees, and valued business partners.

Our office is in Cambridge, Ontario off the 401 in a state-of-the-art, environmentally friendly building. Our employees enjoy perks including complimentary access to an on-site gym, a variety of fitness classes and wellness sessions, as well as the flexibility to work remotely as we embrace the modern hybrid work environment. Our culture is supportive of achieving a balanced and healthy lifestyle. In addition to a great working environment, we invest in our employees continued professional development, offer a competitive salary, employer-paid benefits, pension plan and more.

### How to Apply:

Don't miss this opportunity to join our team. Visit our website and complete our Employment Application found on our Careers page.

In accordance with our company values, Farm Mutual Re is committed to creating an equitable, diverse, and inclusive work environment for all as well as to providing accommodations and achieving a barrier-free workplace. Should you require an accommodation to participate in our recruitment process, please contact [recruitment@farmmutualre.com](mailto:recruitment@farmmutualre.com).