



ABOUT MANITOBA BLUE CROSS

Manitoba Blue Cross was born out of a desire to protect our fellow Manitobans during life's most unexpected and sometimes challenging moments. This remains our driving force today and fuels our ongoing commitment to providing superior health and wellness benefits that are delivered with compassion and excellence in service.

As an independent and not for profit organization for over 40 years, we provide health, dental, employee assistance, disability, travel, and life coverage to over half a million Manitobans.

At Manitoba Blue Cross, our people are the key to our success! Consider becoming part of our team of professionals committed to providing exceptional customer service.

Join us as we serve our neighbours to support and strengthen our community.

POSITION: BUSINESS ANALYST

SUMMARY

The Business Analyst works with the Supervisor in regard to all project development, departmental initiatives and improvements to workflows and systems. Significant responsibilities include working closely with systems development staff to identify and document system requirements for new systems and/or enhancements to existing systems and to provide business perspectives to systems development staff through all phases of the systems development process.

DUTIES AND RESPONSIBILITIES

- Assists with all project development and client administration support processes involving the Client Administration department.
- Participates in systems analysis and requirements definition for new systems and/or enhancements to existing systems.
- Identifies and documents system enhancement requirements.
- Liaises with systems development staff to provide the business perspective during all phases of the application development process.

- Participates in the testing and re-testing of new or modified systems prior to final release and /or coordinates testing with other departmental users.
- Participates in the coordination, communication, implementation and rollout of system enhancements.
- Assists in the development and maintenance of procedure manuals as well as related systems and user documentation for all Client Administration System functions for use by Client Administration staff, translating complex policies, procedures and system terminology into easily understandable formats.
- Participates in the training of system users on new Client Administration procedures and systems.
- Participates as a member of various project teams for corporate and department projects.
- May act as a resource and department liaison for new and large account administration issues.
- May assist in the development of orientation presentations for internal and external customers.
- Assists with the preparation of reports and other documentation as required.
- Identifies opportunities for process efficiency improvement in the Client Administration areas and recommends process changes as appropriate.
- Other related duties as assigned.

SKILLS, QUALIFICATIONS & DESIRABLE ATTRIBUTES

- Dedicated to the principles of exceptional service, committed to responding to, anticipating, and addressing customer needs, for both internal and external customers.
- Post-secondary degree, certificate, or diploma in Commerce, Business Administration, Business Analyst or equivalent. An equivalent combination of education and 2-3 years experience in the insurance industry will be considered.
- Exceptional interpersonal skills with ability to deal with all levels within the organization in a team environment.
- In depth knowledge of Client Administration's workflow, policies, and procedures
- Strong analytical and problem-solving skills, with attention to detail.
- Strong communication, report writing and presentation skills.
- Good technical writing abilities or the ability to acquire such skills through external sources or training.
- Above average quantitative methods and mathematical aptitude.
- Ability to work in an unstructured environment.

- Ability to understand and diagnose complex administrative processes and situations through diplomatic and collaborative probing, investigation, and interaction involving all stakeholders.
- Demonstrated ability to research, analyze, assess, and provide options and make recommendations.
- An appreciation for and broad understanding of management information systems, as well as the technology and logic supporting them.
- Self-directed, with exceptional organizational skills and a proven record of managing and prioritizing multiple tasks within varied and dynamic timelines on an ongoing basis.
- Knowledge of Manitoba Blue Cross products, systems, and terminology.
- Good working knowledge of Microsoft Word and Excel.
- Committed to life-long learning and professional development.
- Capable of completing industry education programs entailing self-directed study and the writing of graded examinations. Specific programs include but are not limited to LOMA, CEBS, and ICA. Discipline-specific study may be required in areas such as project management, communication, etc. Enrollment in, and completion of, such courses will be encouraged and may influence future advancement opportunities.

We offer competitive salary, a generous employer-paid benefits package, a flex work schedule, generous vacation, and a health and wellness program with an on-site fitness centre.

We are committed to creating a rewarding environment to foster learning and development for our staff.

If you are interested in joining our team, please forward a resume and cover letter, indicating salary expectations, by May 24 by applying at [Business Analyst - Application](#). We look forward to reviewing your application.

All qualified applicants will receive consideration for employment without regard to race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability and conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered.

Only those being considered for the selection process will be contacted.

Visit us at [Careers | Manitoba Blue Cross](#) for information on why Manitoba Blue Cross is a Top Employer award winner in Manitoba