

Business Intelligence Analyst



TORONTO | Reporting to: Director, Digital Programs

POSITION OVERVIEW:

Navacord is looking for a strong **Business Intelligence Analyst** that can support business stakeholders' drive stronger results through faster decision-making, management of risks, development of tailored product and services, market and portfolio expansion, and improved operational efficiencies. This role will pull and analyse large amounts of relevant data and translate that data into results that effectively track performance, trends, patterns, and predictions.

This individual should have an entrepreneurial spirit that encourages curiosity and innovation, as well as a strong analytical mind that supports problem-solving through data-driven solutions. This is a dynamic role that involves working closely with executives and management on projects related to mergers & acquisitions, pricing, underwriting, human resources, compliance, and market opportunities.

RESPONSIBILITIES:

- Work with stakeholders to develop key business and operational KPI's to support overall strategic goals as well as monthly reports that communicate performance, trends/patterns, and predictions against those goals.
- Develop standardized and ad-hoc reporting to support decision-making including rate/underwriting, territories/demographics, portfolio mix, etc. to ensure that opportunities and risks are understood.
- Support broker partners' in understanding their mix of business, retention, growth, profitability, and advising on adjustments as needed to support their business strategies.
- Support corporate functions such as technology, human resources, procurement to help manage the effectiveness, engagement, risks and opportunities related to staff and third party providers (e.g. performance monitoring, turnover/headcount, complaints/suits, adherence to contract, etc.)
- Mine large amounts of data from primary and secondary sources (internal systems, insurer, market, etc.) that can be easily read by either human or machine, and then translate the findings into key insights to support different aspects of the business.
- Design and maintain data systems and databases; this includes fixing errors and other data-related problems
- Assists with special projects – identify and research business needs and determine solutions to problems using various methodologies, tools and implementations strategies.
- Build and embed sustainable analytic & reporting practices designed to support Navacord's unique needs including the development of policies for data governance, reusable high-impact tactics and artefacts.
- Collaborative with vendors, programmers, and organizational leaders to identify opportunities for process improvements, system and business process modifications.

QUALIFICATIONS:

- Bachelor's Degree in Mathematical Science, Statistics and/or related fields
- 5+ years of relevant experience in a similar analytical or business intelligence environment
- Property & casualty insurance experience an asset including experience with Broker Management Systems
- High aptitude for tools including proficiency Microsoft Excel, Access and SQL (or equivalent systems such as R or Python) and data visualization software such as Tableau, MS Power BI or Qlik
- Experience using statistical tools to interpret data sets with paying close attention to trends and patterns that could be valuable for diagnostic and predictive analytics efforts
- Project Management and software development experience an asset
- Effective and collaborative interpersonal skills (written and verbal)

Qualified candidates are invited to email their resume and cover letter to: careers@navacord.com



Navacord is actively committed to support diversity, equity, and inclusion. We serve and recognize and respect human differences and similarities. We value the diversity of people and actively encourage women, indigenous peoples, members of visible minorities, people with disabilities, and lesbian, gay, bisexual, transgender, and queer (LGBTQ2+) persons to apply.