



#WorkingBetterTogether

# Don't miss boarding the right train.

Apply and win a ticket.

As one of the leading insurance companies, we know that together we can achieve more. At UNIQA, we are therefore the community for a better life. We use our individual skills to shape the future together.

The SEE region, namely Bosnia and Herzegovina, Bulgaria, Croatia, Montenegro, and Serbia, is the 3rd largest group of companies in UNIQA Customer & Markets International business with a GWP of € 245 Mio. in 2021 and about 1,700 employees. With a total market of over 2 million customers, SEE countries represent great potential for growth and development through enhanced regional cooperation, data driven and customer centric approach and innovation. We invite you to join us and build your career in an innovative, international, and agile environment.

Tell us about your strengths and apply as a

## PROCESS MANAGEMENT ASSOCIATE (m/f/d)

### You will be

- Deal with process management tasks including analysis, harmonization, regular monitoring etc.
- Document processes in adequate process management tool
- Assess process maturity
- Calculate FTE capacities (needed # of FTEs)
- Support robotics/process automatization and development those across region
- Manage and monitors different SLAs/KPIs
- Support teams in assessing planned SLA/KPI values
- Communicate with Group Operations team
- Act as a Business Partner to Regional (Senior) Leaders in the process set-up activities

### You have

- Minimum 2 years of experience in insurance business
- Relevant University degree
- Proficient knowledge of MS Office, especially Excel
- Experience in process managements frameworks and tools (e.g. Adonis) would be considered as an advantage
- Analytical mind, organizational and problem-solving skills
- Team player approach with high and very diplomatic negotiation skills while business knowledge of English is fluent
- Strategic change agent mindset

**At UNIQA, we live diversity. We recognize and foster the value of different perspectives in our teams and leadership positions. Therefore, we welcome applications that enrich our diversity.**

**Type: Hybrid**

**The time for change is now! Join us!**

We will take your application into account exclusively for the purposes of the tender you have applied for, and we will remove it from our database after the tender is closed.

You can read more information about the processing of your personal data in the [Information on the collection of personal data for the purpose of employment.](#)