

Job Identification

Job Title: Business Process Analyst
Division: Bailey Metal Products Limited
Department: Business Development
Reports to: VP of Strategic Development

Job Purpose Summary

The Business Process Analyst will be responsible for documenting processes within different departments and Divisions of the Bailey Organization, and to lead redesign efforts to maximize efficiency and reduce waste.

Responsibilities and Accountabilities

The responsibilities and accountabilities of the position include but are not limited to the following:

- Creation of Process Maps, Standard Operating Procedures and supporting documentation such as process documentation/workflows, knowledge articles and self-service guides for the Bailey Organization
- Collection and documentation of business requirements for project and process improvement/automation efforts.
- Facilitation of process workflow modeling in order to collaborate on process improvements, automation capabilities and clearly defined end-to-end use cases.
- Reviewing information and trends to ensure that the outputs of processes are achieving the desired results and that services are meeting agreed upon service levels.
- Conducting maturity assessments against the process activities to highlight areas of improvement or concerns.
- Identifying issues, risks and opportunities.
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Qualifications

- Technical Writing skills in order to define and document processes.
- Strong skills in Process Mapping and Business Process Reengineering.
- Proficient in Microsoft Office Suite, SharePoint, Project, Visio.
- Bachelor's degree in Business Management, Information Technology, Financial Management or equivalent work experience preferred.
- Critical thinking and creative problem solving.
- Ability to effectively navigate complex business environment with multiple stakeholder groups.
- Strong ability to create and maintain formal and informal networks.
- Excellent written and verbal communication skills.
- Strong interpersonal skills.
- Ability to be self-directed and work independently.

Working Conditions

- Overtime as required.
- Travel to other Bailey Divisions will be required from time to time