



Is this job tailored made for you?

Apply and boost your career.

#StartYourBetter

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 close to € 270 Mio. in 2022 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 at one of positions

PROCESS EXPERT (m/f/d)

You will

- Act as a Business Partner and support Process Owners in the process management activities
- Manage activities and collaborate with stakeholders related to process management tasks including analysis, harmonization, regular monitoring, documentation etc.
- Deal with capacities optimization
- Support digitalization activities – robotics, process automatization and development those across region
- Manage and monitors different SLAs/KPIs as well as support teams in assessing planned SLA/KPI values
- Develop and implement change management plans for process improvements

You have

- Bachelor's or Master's degree in relevant filed
- Minimum 4 years of professional experience in insurance business
- Proficient knowledge of MS Office, especially Excel
- Experience in process management frameworks and tools
- Negotiation and analytical skills
- Communication and interpersonal skills

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