



**Job Description
Process Analyst**

Department: Claims - Operations

Reports to: Process Manager

Business Area: Business and Financial, Insurance, Claims, Process Improvement

Location: Sunrise, FL – Office (Option for Remote once post-pandemic work situation is resolved.)

Position summary:

The Process Analyst in the Claims Department will be responsible for documentation and analysis of all current Claims Department processes and workflows. This work will evolve into developing new solutions to improve the claims experience for FedNat's insureds. Process Analysts will also have a working knowledge of the Claims Department's metrics and Key Performance Indicators and be able to tie them directly to the Claims Process.

Essential Functions:

- Creation of Claims Process Documentation through interviews with Claims employees to assist in scoping Process Improvement projects
- Drafting and maintenance of Claims Process Manual
- Drafting and maintenance of any Claims technological process manuals not provided by software developer
- Communication of process enhancements and on-the-ground support for internal business partners
- Creating consistency in Claims Department Dashboarding for high-level trend analysis
- Claims representation within either the Business Intelligence or Claims Scrum Team
- Utilization of FedNat's Business Intelligence tools to identify deeper trends and areas for potential Process Improvement projects
- Will work in conjunction with FedNat's external consulting partners in assuring that FedNat is continuously developing competitive advantages over its competitors
- Areas of focus will shift toward analytical functions as documentation stabilizes
- Other duties to be assigned

Skills:

- Analytical Skills – The ability to be presented with a large amount of data and be able to identify trends and recommend process changes to increase productivity and customer satisfaction
- Presentation Skills – The ability to take a collection of analysis and be able to present to members of management clearly and effectively
- Project Management Skills – The ability to participate in process improvement projects and be able to deliver results on time.
- Microsoft Office – Excel, Word, and PowerPoint – The ability to create documents that are of high quality and useful to internal business customers
- Oral Comprehension - The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Written Comprehension - The ability to read and understand information and ideas presented in writing.

- Oral Expression - The ability to communicate information and ideas in speaking so others will understand.
- Written Expression - The ability to communicate information and ideas in writing so others will understand.

Experience, Education, and Licensure Requirements

- College degree preferred with a focus in Business, Finance, Operations Management or related field;
- Minimum of 3 years' experience in Claims Adjusting preferred
- Experience working with analytical Business Intelligence tools required
- Experience performing Product Owner role within a Scrum team is preferred
- Experience in or working in conjunction with Claims Litigation preferred
- Experience in process improvement projects preferred (Lean, Six Sigma, etc.)
- 6-20 Florida General Lines Adjuster License preferred with employee responsible for maintenance of continuing education requirements

Physical Requirements

Office environment – standard office responsibilities (lifting 25 lbs., etc.).