

****ONLY 1 Position Available ****

Our Story:

We are proud to announce that Canada Life will become our company brand under which our three companies service – Great West Life, London Life, and Canada Life.

Together, Great-West Life, London Life and Canada Life have been in the business of keeping promises for over a century. The new Canada Life brand combines the strengths of all three – so we can better deliver on our purpose: To improve the financial, physical and mental well-being of Canadians.

We are excited about this journey. To find out more about our story, [click here](#).

Role Description: *The world is changing and the need to remain relevant and stay competitive has never been more important. In order to achieve success, the focus will be on ensuring that customers of our products and services receive the best experience possible. Operational excellence's mandate is to create success by connecting people to process and technology teaming up with our business partners to transform the way we work. We will look to not only dramatically improve existing processes but also design new processes to better serve our customers. We are a 172-year-old company that respects our historic past, acknowledges the need to change the present and embraces the possibilities of the future. Come and join us on our journey.*

The Work:

Business process design and transformation

- Support process initiative leads to on opportunities to drive significant value from process improvement
- Perform end-to-end Process Design and improvement using a specific problem-solving framework and concepts inspired by Lean and Six Sigma
- Participate in cross functional design project teams to reengineer existing processes, apply technology where appropriate, design, test and evaluate new process models, operationalize/deploy the new model.
- Analyze and evaluate data to identify improvement opportunities
- Develop evaluation tools and metrics for measuring results of the new process improvements
- Act as a facilitator to help business units implement transformational and continuous improvement process changes using specific problem-solving framework

You:

- Are a creative problem solver that has the ability to break down complex problems into meaningful parts to design meaningful long-term solutions
- Can work with a high degree of detail and accuracy in a fast-paced environment.
- Can define root causes to problems and develop creative customer-centric solutions to achieve process improvements (i.e. reduction in cycle time, reduction in cost, improved response time to customer, etc.)
- Can quickly connect with people in order to effectively gather process requirements, obtain approvals, build relationships, and provide sufficient influence to achieve success
- Possess strong time management skills with the ability to prioritize competing projects

- Demonstrate strong communication and facilitation skills to solve problems and drive outcomes with cross-functional teams

Requirements:

- University degree in the field of engineering or business or related field
- Experience in a supporting role demonstrating how to solve problems and improve processes
- Lean Six Sigma green belt certification with experience on Lean Six Sigma methodology is a strong asset
- Skilled at building strong, collaborative relationships with the organization at all levels
- High proficiency with Microsoft excel, Visio, Tableau (or other data analysis/visualization tools) to analyze, measure and illustrate and process design improvements

What you will like about working here:

We offer a friendly, supportive work environment and opportunities for professional and personal development and growth. Our employees also enjoy our new dress code policy "Dress for your day", an exceptional cafeteria, outdoor recreational facilities (tennis, baseball and volleyball), an on-site fitness centre and an active social committee.

To join our team, please submit your cover letter, resume and transcripts and we are looking forward to meeting you!