



*ManpowerGroup is a worldwide innovative forerunner and leader in the field of employment through the provision of services and workforce management solutions for clients and helping people in their career development with the aim of understanding the needs of the clients and candidates in the changing world of work.*



On behalf of our client, a company that is independent insurance broker and consultant we look for the best solutions on the local and international insurance markets, ManpowerGroup Serbia is searching for an exceptional candidate to take the challenge and to successfully fill the position of:

## Business Process Manager

Location: Belgrade

### Job description:

- Map the existing processes (baseline analysis):
  - Talk to the owners of the process
  - Document the results on a predefined form
  - Creates a process diagram
  - Identifies problematic parts of the process
- Creates optimized process templates:
  - Determines specific measures for improvement
  - Visualization of new processes (after the implemented changes)
  - Estimates the expected benefit
  - Defines the responsibilities for the implementation of change management measures
- Communicates and exposes optimization results
- Assesses customer satisfaction (before and after correction of process analysis)
- Monitor the process of change management measures

### Candidate profile:

- University degree in a IT field or relevant experience
- 1+ years of experience in Business Process Optimization
- Experience with Adonis or Aris or similar BPM Tool
- Deep knowledge of process analysis and project management
- Proficiency in English language is required
- Ability to work in teams across multiple projects and multiple geographies

ManpowerGroup is an Equal Opportunity Employer and considers applicants for all positions without regard to gender, marital status, national origin, age, creed, religion, race, color, ancestry, sexual orientation, physical or mental disability.

All applicants will be informed and shortlisted candidates will be invited for an interview.

**JOB ID: 2500**  
[www.manpower.rs](http://www.manpower.rs)

**APPLY NOW**

**Deadline for application:**  
**10.11.2017.**