



Process Analyst - Organizational Transformation

Montreal - Full-time - 744000049235006

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As a Process Analyst - Organizational Transformation, you will participate in strategic projects that bring changes across multiple departments. You will promote approaches and methodologies to conduct organizational diagnostics and develop and implement recommendations and action plans to support transformation.

The nature of the tasks requires extensive and in-depth knowledge of continuous improvement and process enhancement within the framework of strategic, transformational projects with organizational complexity.

Responsibilities:

- Lead the diagnosis of current situations ("As Is"), assess the reality of field operations, and coordinate exploratory studies on key processes by collaborating with department members to understand their workflows.
- Organize and facilitate interviews and interactive or co-construction workshops with stakeholders to gather key information.
- Conduct research and analysis on operational efficiency and effectiveness, processes, and stakeholders.
- Collect data, present results, projections, and recommended actions, and evaluate their effective implementation (efficacy).
- Identify synergies and dependencies with other strategic areas and ensure coherence of transformation across initiatives.
- Mobilize your colleagues in the implementation of new processes.

What you will bring

- University degree in business administration or a relevant discipline, or experience/degree in labor sciences and cognitive sciences.
- Several years of experience working on organizational design/transformation projects with expertise in qualitative and quantitative analysis (including: organizational diagnostics, organizational design, executive and strategic alignment, transformation implementation, process analysis and design).
- Knowledge of change management and continuous improvement methodologies.
- Lean Six Sigma Certification (Green Belt) - an asset.
- CBAP Certification - an asset.

- Strong analytical and problem-solving skills.
- Great listening skills, excellent interpersonal skills, and team spirit.
- Autonomy and flexibility.
- Leadership and ability to be persuasive to influence change.
- Flexibility in organizing your work, allowing you to balance changing priorities and multiple ongoing projects at different stages.
- Creativity and sense of innovation.
- Ability to collaborate and advise.
- Ability to work in a fast-evolving international and multicultural environment (French and English).