Job Description – Data Quality Analyst

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<th>Job title</th>
<th>Data Quality Analyst</th>
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<td>Reports to</td>
<td>Manager of Reporting and Analytics</td>
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**Job Purpose**

This position is a collaborative role providing support for analysis and research into our data structure, maintenance, performance, and modelling. The Data Quality Analyst will ensure timely, accurate, and complete reporting of data, coordinate testing of statistical data, data analysis, and consult on data improvements.

Leveraging our business intelligence tools, the Data Quality Analyst will support the Operations Analyst in the creation and maintenance of performance reports and dashboards. The analyst will be responsible for collecting, aggregating and helping analyze data. They will prepare reports, which may be in the form of visualizations such as graphs, charts and dashboards, detailing the information they gathered.

The analyst will also be responsible for supporting, tracking, and collecting information related to our Data Governance program, including expansion and organization of our statistical plan.

**Duties and Responsibilities**

- Support our new data governance model and statistical plan strategy through research, collection of data elements, development and maintenance of the data dictionary, quality control, reporting, and so on,
- Ensure timely, accurate and complete reporting of the data,
- Coordinate Statistical Data submissions,
- Accountable for monitoring that any errors are corrected or questions are answered by the appropriate internal groups,
- The main point of contact for OMIA and IBC in regards to any bulletins, issues and questions, and accountable for IBC compliancy according to the IBC Service Level Agreement,
- Conduct data analysis,
- Consult on data improvements,
- Improve the data submission process,
- Interpret edit rule documentation,
- Conduct user training,
- Review submitted data to detect accuracy problems and anomalies and help departments correct data: both current and historical,
- Support and/or research various performance reports and provide regular summary reports and analysis to Management,
- Assess requirements and provide feedback/requirements for customized reporting, based upon both preformatted system reports and customized SQL extracts, to the Management team as required,
- Conduct and document competitive market analysis and provide reports to Management with recommendations on adjustments,
- Support the Business Innovation team in initiating and implementing new products,
- Participate in and support the annual pricing/portfolio reviews of existing products,
Support maintenance and creation of risk geographical mapping to assist in the analysis of the portfolio,
Partner with Information systems and Operations to ensure accuracy of data collection and identify areas of improvement in data management,
Partner with Information Systems in the documentation, analysis and maintenance of monthly/quarterly/annual reporting all corporate and departmental results,
Assist in and/or support the creation and maintenance of data extract dashboards for real time monitoring of performance and improve workflows; and
Monitor the market place, liaising with industry contacts, reading industry publications and attending a variety of related association meetings and promotional events as requested.

**Qualifications**
Qualifications include:
- Documented experience in an analytical role, with work on reporting, strategic analysis, and/or IS projects a requirement.
- Thorough knowledge of property, farm, automobile and/or commercial insurance gained through a minimum of 5 years of industry experience is required.
- Post-secondary education in a field related to analytics and data research is an asset.
- Completion of CIP/FCIP designation is considered an asset.
- Knowledge of reinsurance considered an asset.
- Must be able to communicate ideas, make recommendations and maintain excellent interpersonal relationships with all internal and external partners.
- Computer application knowledge including Microsoft Excel, Access, Outlook, Standard Database Query Logic, Policy Administration Systems, and Business Intelligence software.
- Excellent communication skills are required: verbal, non-verbal and written, a proven ability to make recommendations and maintain excellent interpersonal relationships with internal and external contacts.
- Advanced time management, organizational, analytical, and evaluative skills
- Ability to be creative and innovative in the thinking process.

**Work Environment**

With the open concept of our work environment, the incumbent must be able to handle noise distractions, privacy concerns, interruptions, minimal storage space while working. Every effort has been made to make the environment as safe and comfortable as possible.

This position may require some out of office work, which fluctuates. No travel will be expected during severe winter weather; however caution must be exercised always. Travel expenses are covered by the company. Overnight travel and overtime may be required at times.

**Mental Requirements**

As most tasks required of this position are project based, mental effort will be expended to complete projects. Functions of mental effort include: data entry, word processing, presentation development and delivery, driving tasks, data analysis, research, and active listening.

**Physical requirements**

The incumbent must also be physically able to spend a majority of their day in a seated position and using computers. Fine motor skills will be stressed using
computer equipment daily and report analysis. Ability to lift 5-10lbs is required for the transportation of training equipment. For seminar presentations, incumbent must be able to stand for periods ranging from 3-6 hours.

**Accountability**

This position is accountable for the analysis and reporting of results to the Executive, Management and Leadership teams, as well as providing analytical support for initiatives targeting service and profitability.

Consequences of incorrect information or inappropriate decisions can put the company in danger of underwriting risks and erode the company’s financial position and therefore a high degree of accuracy is required in all data analysis. All measures will be taken to ensure privacy and confidentiality is maintained.

**Direct reports**

No direct reports for this position

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