



**Ayr Farmers  
Mutual**  
Insurance Company

## Business Analyst

### About Ayr Farmers Mutual

Ayr Farmers Mutual is a financially strong, Policyholder owned and progressive property and casualty mutual insurer with written premiums of over \$50 million annually. We offer farm, residential, commercial, marine, and automobile protection, and coverage through a dedicated network of Agents and Brokers. We service the Southwestern Ontario region, and are located in close proximity to Kitchener, Waterloo and Cambridge.

Since 1893, the knowledgeable and caring team members of Ayr Farmers Mutual have been providing products and services that provide protection and peace of mind for our Policyholders and the community. What makes us different is our commitment to providing outstanding, personalized customer service. We continually strive to put our Policyholders and our communities first, and to ensure that every individual we serve is treated with fairness and respect.

The Company provides training, education, work life balance, wellness opportunities, community contributions and a fun and friendly working environment.

Ayr Farmers Mutual is proud of our culture. We live by our core values and genuinely care for one another and our Policyholders. We celebrate our successes and have a supportive work environment that encourages everyone to be their best.

### Business Analyst

We're looking for a dynamic Business Analyst to join our team and drive impactful system changes. Reporting to the VP of Customer Service & Enablement, the Business Analyst will act as a liaison between business units, IT, vendors, and partners, supporting all Guidewire Centres with a focus on Guidewire Billing Centre, Great Plains (GP Ledger), and integrations. This role offers the opportunity to gather and document system requirements, analyze data, and collaborate closely with vendors to prioritize and implement valuable system enhancements.

A core responsibility will be playing an integral role in the testing process, developing comprehensive test cases, managing defect resolution, and ensuring smooth system updates. The Business Analyst will also help shape and streamline workflows, processes, and



procedures while supporting team education and training on system updates and improvements. In this fast-paced, project-driven role, the Business Analyst will have the opportunity to make a real difference in how systems are utilized and optimized across our organization.

### **Responsibilities:**

- Analyze, design, and document business requirements to address application defects, enhancements and projects based on business needs.
- Support the user adoption of system and workflows.
- Provide daily support to users on system, workflows, processes, and procedures.
- Complete statistical and analytical reporting for policy and claims, and communicate findings, trends and actions as required.
- Work closely with the Product, Pricing and Process Committee in identifying potential and/or recommended product, rating and billing items.
- Review and update the product manuals as required.
- Opportunity for project management of initiatives and projects from inception through to post go live support including stakeholder and change management.
- Manage and drive Guidewire and Great Plains changes through our managed service providers ensuring quality and timely delivery.
- Written and verbal communication of changes to all staff and management.

### **Skills and Experience:**

- Completion of post-secondary education in related field is preferred.
- 5-7 years experience in insurance and in a similar role is an asset.
- Intermediate to advanced knowledge of the Guidewire Suites and P&C Insurance, is preferred.
- Intermediate to high level understanding of accounting/finance, is preferred.
- Practical experience with Microsoft Office Suite.
- Intermediate to senior knowledge of business analysis, change management, documentation skills, testing and project management skills.
- Highly collaborative with exceptional verbal and written communication skills.
- Thrives in a fast-paced working environment, that requires attention to competing priorities.



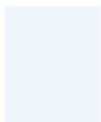
- Practical experience with both Guidewire Billing Centre application and Great Plains (GP Ledger) would be an asset for this role.

### Why Choose Ayr Farmers Mutual?

- The opportunity to work with a reputable company that cares about our People, our Policyholders, and the Communities we serve.
- We offer a supportive learning environment.
- We invest in your growth and celebrate your achievements.
- Competitive matching Pension Plan and employer-paid Group Healthcare Benefits Plan, including a Health Care Spending Account.
- We offer a hybrid working environment.
- Dress for your workday flexibility.

### *Accommodation at Ayr Farmers Mutual Insurance Company*

We are committed to a selection process and work environment that is inclusive and barrier free. Human Resources will work with the applicant and the selection committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.



**EMPLOYER  
PARTNER**

**Proud partners with the Canadian  
Centre for Diversity and Inclusion**

To learn more about Ayr Farmers Mutual, visit our website at <https://www.ayrmutual.com/>

### **INTERESTED IN APPLYING?**

Please send your resume to: [careers@ayrmutual.com](mailto:careers@ayrmutual.com)