

## Manager, Business Continuity Program

### LOVE WHAT YOU DO

Work is a big part of our lives, so it makes sense to choose a company that offers truly rewarding work. At Economical Insurance®, your contributions, creativity, and energy won't go to waste. Our passionate culture and pioneering mentality infuse everything we do, which is why our one-million-plus policyholders know we'll protect their homes, businesses, farms, cars, and pets like they're our own.

We're not afraid to see how far we can push the envelope to make insurance better. Our family of companies includes Sonnet, the only Canadian home and auto insurer offering a fully online buying experience, and Petline, the largest Canadian pet insurance company. We're also preparing to become a publicly traded company, a once-in-a-lifetime career opportunity for everyone who joins our team.

If you're looking for a company that takes care of its people — and its customers — and has a track record of doing big things, get ready to love it here.

### What can you expect in this role?

The incumbent will report to the Director, Operational Risk Management, Business Continuity Planning and Crisis Management. The Manager, Business Continuity Program, Enterprise Risk Management is an integral role in the development and implementation of the Enterprise Business Continuity Management program. The Manager, will ensure a consistent and robust approach to business continuity planning, and provide guidance and expertise to assist business units towards achieving their targeted levels of continuity planning and recovery objectives.

- Assist in the development and execution of the Enterprise Business Continuity Management program to support the annual BCM strategic objectives.
- Leverage industry best practices in developing, and maintaining tools and templates to support Business Impact Analysis, Risk Assessments, Business Continuity, Disaster Recovery, Incident Management, Emergency Response and Pandemic plans.
- Partner with business areas to review and update their Business Impact Analysis, Risk Assessments and related BCM documentation. Ensure core processes, criticality, interdependencies and resource requirements are identified, with realistic recovery time objectives.
- Work with key organizational resource providers to develop continuity strategies and BCPs to recover essential business functions in the required timeframes. Monitor and report on resiliency capabilities.
- Guide business areas and branches to develop and maintain Business Continuity Plans to ensure the continuity of critical processes.
- Ensure annual updates to the Business Continuity, Crisis Management and Emergency Response Plans.
- Develop and participate in the planning and facilitation of BCP exercises and Disaster Recovery tests ensuring enhancements are reapplied to BCM program
- Develop and deliver the annual BCM awareness campaign.
- Keep abreast of relevant laws and regulations, industry best practices and promote such practices.
- Support the enterprise incident response process. As required, support / lead incident response teams during major incidents. Conduct post incident reviews and develop incident response play books as required.
- Assist in support of the technical design and maintenance of the BCP repository.
- Oversee the development of reports to measure BCM lifecycle progress and business unit preparedness.
- Oversee the monitoring of potential threats (weather, political situations, unrest, health, etc.) and provide escalation when necessary.

### What do you bring to the role?

- Professional certification in BCP (CBCP, MBCI or ABCP) required

- University degree or College Diploma in related discipline
- 6+ years of experience in Business Continuity and Disaster Recovery Planning
- 2+ years of experience with insurance / financial institutions preferred
- Strong leadership skills. Proven ability to build relationships, engage and influence others.
- Excellent oral and written communication skills including presentation, negotiation and facilitation skills
- Experience working with all levels within the organization
- Achievement oriented with proven project management skills, and a track record of driving positive change.
- Well organized and can juggle multiple priorities
- Strong knowledge of the Microsoft software suite (Word, Excel, PowerPoint, MS-Project).
- As required, provide on-call support for any emergency which may require activation of any or all parts of the BCP.

We also take potential into consideration. If you don't have this exact experience, but you know you have what it takes, be sure to give us more insight through your application and cover letter.

**Go ahead and expect a lot — you deserve it.**

**We offer:**

- Competitive salaries, with potential for an annual raise and bonus
- Pension and savings programs, with company-matched RRSP contributions
- Generous time away, including vacation and personal needs days
- Paid volunteer days and company matching on charitable donations
- Educational resources, tuition assistance, and paid time off to study for exams
- Two annual wellness campaigns — participants earn up to \$300 each year to spend on almost anything supporting health and work-life balance (think things like spa days, daycare, pet grooming)
- An unlimited employee referral bonus program
- Flexible work schedule
- Discounts on products and services

**HOW TO APPLY**

To complete the online application process, you'll need to upload your resume and cover letter in one document. Here are the links:

Waterloo:

<https://phf.tbe.taleo.net/phf03/ats/careers/requisition.jsp?org=ECONOMICALINSURANCE&cws=1&rid=13815>

Toronto:

<https://phf.tbe.taleo.net/phf03/ats/careers/requisition.jsp?org=ECONOMICALINSURANCE&cws=1&rid=13816>

Our inclusive work environment welcomes diversity and supports accessibility. If you require accommodation at any time during the recruitment process, please let us know by contacting: [hrsharedservices@economical.com](mailto:hrsharedservices@economical.com).

Visit [economical.com](https://economical.com) to learn more about us and what we're up to.