

RISK MANAGER

DEFINITION

To plan, organize, direct and coordinate the activities of the Risk Management Division within the Human Resources Department including safety, liability, property, workers' compensation and unemployment programs; to coordinate program activities with other divisions and departments; to perform a variety of complex, professional and analytical activities in support of assignments; to provide highly complex staff assistance to the Human Resources Director and perform related duties as required.

SUPERVISION EXERCISED AND RECEIVED

Receives general direction from the Human Resources Director.

Exercises direct supervision over assigned technical staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop and implement divisional goals, objectives, policies and procedures.

Plan, organize and direct the activities of the City's risk management program, including general liability, workers' compensation, and property programs.

Direct, oversee and participate in the development of the Risk Management Division work plan; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures.

Prepare the Risk Management Division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget; review and interpret actuarial reports and make recommendations for reserve levels and funding of self-insured programs.

Prepare budgets for general liability, workers' compensation and general fund insurance programs; authorize payments from funds; monitor fund balances; develop cost allocation plans to departments.

Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the department.

Review tort claims for legal sufficiency; conduct initial investigation of allegations; make recommendations for settlement or denial of claim; monitor denied claims to determine if lawsuit is

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brought; monitor expenditures and reserve levels of litigated claims; report claim status to excess carrier; and maintain liability claims register.

Serve as a resource to departments for loss prevention and loss control techniques.

Oversee the coordination of employee leaves (e.g., FMLA, CFRA, PDL) and the American's with Disabilities Amendments Act (ADAA) interactive process and reasonable accommodations.

Review contracts for risk identification; make recommendations on types and limits of insurance and ensures compliance with risk transfer techniques.

Review and analyze reports of industrial injuries, motor vehicle accidents and reports on non-employee accidents to enhance loss control.

Review status of workers' compensation claims with third-party administrator (TPA); serve as liaison with departments, legal counsel and the TPA; make recommendations for settlement; and coordinate return to work and modified duty program.

Review schedule of values for completeness and accuracy of real and personal property; file and coordinate claims for damages; coordinate coverage with selected provider.

Analyze trends in liability coverage and case law; make recommendations for coverage; secure insurance coverage for a variety of exposures.

Conduct safety inspections and prepare reports of findings and recommendations for remediation; make recommendations for accident prevention; conduct and/or arrange for safety training; prepares written policies and procedures for compliance with State and Federal safety regulations; attend departmental safety meetings.

Coordinate and participate in the City's Occupational Health and Safety (OHS) Committee.

Represent the division and department to outside agencies and organizations; participate in outside community and professional groups and committees.

Research and prepare technical and administrative reports; prepare written correspondence.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

## MINIMUM QUALIFICATIONS

### Knowledge of:

Principles and practices of risk management, claims management, asset protection and insurance administration.

Principles and practices of analysis and evaluation of programs, policies and operational needs.

Principles and practices of investigating and evaluating claims.

Knowledge of industrial hygiene and safety principles.

Budgeting procedures and techniques.

Pertinent local, State and Federal rules, regulations and laws.

Modern office procedures, computer equipment and software.

Principles and practices of organizational analysis and management.

Principles and practices of supervision, training and personnel management.

### Ability to:

Plan, organize and develop risk management and loss prevention programs.

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various rules and procedures; and explain and interpret policy.

On a continuous basis, sit at desk and in meetings for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Interpret and apply City and department policies, procedures, rules and regulations.

Prepare and administer a budget.

Supervise, train and evaluate personnel.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

Five years of increasingly responsible experience in risk management, which includes at least three of the following program areas: managing tort claims and general liability, managing workers' compensation claims, loss prevention, insurance administration, employee leave management, and/or safety. Two years of supervisory responsibility is required.

AND

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work preferably in public administration, business administration, human resources management, industrial engineering or a closely related field.

License or Certificate

Possession of a valid California driver's license.

06-08-22

11-16-2013 Risk Manager