

Risk Management Specialist

THE POSITION

Under the direction of City's Risk Manager the Risk Management Specialist performs a variety complex professional, analytical and confidential duties in the areas of ADA compliance, safety, claims (first party, third party and workers compensation), insurance placement/renewal, vendor risk management and compliance. The Risk Management Specialist provides expertise and consultation to other City departments to ensure compliance with health and safety rules and regulations as well as to achieve the division's mission of protecting the assets of the City.

ESSENTIAL DUTIES

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change, or rescind duties and work assignments.)

Claims

1. Administer the claims process from intake to quality review and submission to City's insurance carriers and third-party claims administrators. Then monitor for timely and cost-effective resolution.
2. As the City's claims liaison, perform document production, respond to claims related inquiries, organize round tables for high exposure claims and connect with internal departments to provide necessary data to the adjusters.
3. Investigate claims through site visits, measurements, and other means to confirm or refute allegations.
4. Administer the City's loss recovery and subrogation function.

Safety

5. Works with City departments to establish safety rules and procedures.
6. Develop, implement, and maintain the city's Injury, Illness and Prevention Program (IIPP) to prevent injury, occupational illness, and damage to property.
7. Maintain pertinent safety manuals, including preparation and distribution of appropriate updates.
8. Establish and implement safety training objectives, plans and schedules; conducts safety training in OSHA required areas of training as needed.
9. Participate in the Safety Committee meetings and follow up on issues that are raised.
10. Conduct facility and site inspections; perform job hazard analysis and other evaluations to identify hazards and potential risks; makes recommendations to managers as required to implement appropriate corrective actions; conducts audits of corrective actions to ensure compliance.

Insurance

11. Coordinate the insurance renewal cycle by gathering underwriting data, submission to carriers, obtaining and analyzing quotes.

12. Work with the insurance brokers and providers to ensure proper coverage and compliance with policy conditions.
13. Administer City-sponsored event insurance review and placement and insurance for block parties.

Risk Management

14. Review vendor insurance for compliance with City requirements.
15. Assists in administering Risk Management vendor contracts, purchase orders and invoice processing.
16. Participate in the ADA assessment project to ensure the City's compliance with ADA.
17. Participate in the City's efforts to control and mitigate the impact of a Disaster or Pandemic event. Ensure compliance with local, state and federal emergency rules/regs.
18. Provides regulatory and statistical reporting of safety, public liability/property damage, and workers' compensation claims. Create a variety of Power Point presentations, excel spreadsheets, narrative reports and other tools to present/analyze loss data and benchmark the City's insurance program.
19. Assist the Risk Manager to oversee clerical staff.
20. Other risk management duties as assigned.

QUALIFICATIONS

A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:

Education and Experience:

Bachelor's Degree in Business, Public Administration, Statistics or a related field and one year of relevant experience in risk management, insurance coverage analysis, claims management, safety, statistical analysis, working with risk management information systems or claims information systems or other closely related fields. Experience and/or education in a related field may be substituted on a year for year basis.

Knowledge of:

- Theories, principles, and practices of risk management
- Principles of safety management
- Principles of claims management
- Knowledge of statistical analysis and data analysis
- Claims administration systems
- Contract management

Skills and Ability to:

- Performing work in support of comprehensive risk management programs
- Analyzing complex situations and data, identifying problems, recommending solutions, and evaluating outcomes

- Writing and editing reports and correspondence
- Communicating effectively orally and in writing
- Interacting professionally with various levels of employees and outside representatives
- Exercising sound judgment and creativity in making decisions
- Using applicable software applications, including Microsoft Office Suite
- Perform statistical modeling and analysis
- Perform contract insurance analysis
- Understand, interpret, and apply laws, rules, regulations, policies, procedures, contracts, and budgets
- Establish and maintain complex recordkeeping systems
- Read, write, speak, and understand English

Licenses and Certifications:

- Possession of a valid California Class C driver's license. Employees in this classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program which confirms possession of a valid driver's license and reflects driving record.
- Certificate in Risk Management, such as Associate in Risk Management (ARM or ARM-P), Chartered Property Casualty Underwriter (CPCU), Certification of OSHA 30 General Industry or other industry recognized certification is desired.

Working Conditions:

Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis. Positions in this class normally:

- Require talking, hearing, and vision (which may be corrected) to read small print.
- Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Perform work which is primarily sedentary and repetitive.
- Is subject to inside environmental conditions.
- May be required to attend periodic evening meetings and/or to travel within and out of city boundaries to attend meetings.