



OCTOBER 2018
FLSA: NON-EXEMPT
Bargaining Unit: CO
JCN: 1506

RISK MANAGEMENT TECHNICIAN

DEFINITION & DISTINGUISHING CHARACTERISTICS

Definition:

Under general supervision, performs a variety of technical activities in support of the disability management, ~~health benefits or occupational health function of a centralized risk management system, and provides fiscal and accounting functions~~ safety, workers' compensation, and loss control programs; and performs related duties as assigned.

Distinguishing Characteristics:

~~This technical class is responsible for providing support to professional risk management staff in the functional areas of health benefits, disability management, and occupational health. Assignments may be expanded into other risk management areas for training and support. This class is distinguished from the Risk Management Analyst series in that the latter are professional level classes, having a broader variety of responsibilities in such areas as employee benefit programs, workers' compensation administration and loss control.~~

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a fully qualified journey-level paraprofessional classification that performs a variety of risk management duties including disability management, workers' compensation, loss control, and safety. Incumbent's perform the full range of duties as assigned, work independently, and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF ESSENTIAL TYPICAL JOB FUNCTIONS (Illustrative Only)

- ~~Confers with and interprets policies and procedures for employees and supervisors of County departments regarding various disability leaves, health benefits or medical examination clearances for employment~~ leaves, including disability.
- Schedules Fit for Duty (FFD) examinations for County employees as needed; maintains database of FFD doctors.
- Communicates with doctors, the California Public Employees Retirement System (PERSCalPERS), and disability insurance carriers to verify employee disability status and eligibility for benefits.
- ~~Briefs employees on County benefits; provides instruction on enrollment forms and reviews forms for accuracy and completeness; addresses questions regarding benefits; processes enrollment information; assists in development of communication materials.~~
- ~~Maintains employee benefit database; reviews entries for accuracy and correctness; inputs new hire information and retiree information into database for reporting requirements and payroll processing.~~

- ~~Communicates with occupational health consultant in the processing of medical examinations for prospective employees.~~
- ~~Tracks and monitors immunizations for prospective employees.~~
- ~~Tracks and monitors employee benefits while employees are on disability leaves such as FMLA, CFRA, Receives workers' compensation, state disability, long-term disability documentation and ensures completeness; initiates claims into database; assists in investigating safety and disability retirement injury claims and maintains documents of all incidents.~~
- ~~Participates in, and keeps record of, all interactive process and accommodation meetings; researches potential accommodations and equipment, and recommends options.~~
- ~~Maintains the County CPR/First Aid program; orders materials when needed and prepares materials for training.~~
- ~~Attends safety meetings, prepares safety related material, and disseminates and maintains records of safety meetings and inspections.~~
- ~~Maintains records database of accidents and/or vehicle collisions, as well as workers' compensation claims and relevant data.~~
- ~~Assists with safety and health training; makes arrangements for periodic safety and health training classes (arranges for a classroom, scheduling employees, setting up classroom, etc.); and maintains database for safety training attendance.~~
- ~~Assists with publicizing the safety and health program of the organization; orders, receives, and distributes publicity and informational material relating to the safety and occupational health program; updates safety and health bulletin boards; maintains federal and state posters.~~
- ~~Enrolls new drivers and receives Department of Motor Vehicles notices for eligible benefits; terminating coverage of employees no longer enrolled in eligible status the Pull Notice Program; maintains program records; enrolls safety sensitive employees in the Department of Transportation Drug and Alcohol testing program; notifies supervisors when employee names are pulled for random testing.~~
- ~~Prepares reports, correspondence, and a variety of written materials material relating to disability management.~~
- ~~Notifies employees and supervisors of status at all phases of disability leave or medical examination clearances for employment.~~
- ~~May assist in conducting disability management studies and the fiscal impact on employee benefits.~~
- ~~Prepares and oversees billing procedures for Risk Management benefits.~~
- ~~Pays Processes payments of medical examination invoices and charges back departments for examination costs.~~
- ~~Attendance and punctuality that is observant of scheduled hours on a regular basis.~~
- ~~Processes and calculates special event insurance premiums; issues certificates of insurance.~~
- ~~Performs related work duties as assigned.~~

MINIMUM QUALIFICATIONS

Education and Experience

~~Where college degrees and/or college course credits are required, degrees and college units must be obtained from an accredited college or university. Courses from non-accredited institutions will not be evaluated for this requirement.~~

Education:

~~Equivalent to the completion of thirty (30) college semester units with major course work in accounting or a closely related field,~~

-and-

Experience:

~~Two (2) years of office support experience at the level of the County's classification of Fiscal Assistant II or two years of experience performing Risk Management duties including health benefits, disability and occupational health related support.~~

Other Requirements:

~~Must possess a valid driver's license.~~

Knowledge of:

- ~~➤ Basic principles and practices of risk management to include but not limited to, health benefits, worker's safety, workers' compensation, and occupational health. loss control.~~
- ~~➤ Basic knowledge of Statestate and Federalfederal laws and regulations as related to workers' compensation, Department of Transportation drug and alcohol testing, and various disability leaves.~~
- ~~Fiscal document processing and record keeping, bookkeeping and basic governmental accounting principles and practices.~~
- ~~General knowledge of safety practices, policies, and procedures.~~
- ~~➤ Basic mathematical calculations.~~
- ~~Standard office practices and procedures, including filing and basic data processing applications.~~

Skill in:

- ~~Preparing, maintaining and reconciling various fiscal, accounting, statistical and numerical records.~~
- ~~Maintaining accurate records and files.~~
- ~~Performing detailed fiscal office support work accurately.~~
- ~~Organizing, prioritizing and coordinating work activities through a computer terminal.~~
- ~~Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.~~
- ~~Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.~~
- ~~The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.~~
- ~~Modern equipment and communication tools used for business functions and program, project, and task coordination.~~
- ~~Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.~~

Ability to:

- ~~Exercise initiative and sound independent judgment within established policy and procedural guidelines.~~
- ~~Establish and maintain effective working relationships with those contacted in the course of the work.~~
- ~~Prepare, maintain, and reconcile various fiscal, accounting, statistical, and numerical records.~~
- ~~Perform detailed fiscal office support work accurately.~~
- ~~➤ Communicate with employees, retirees, and supervisors regarding benefits or occupational health pre-employment medical examination processes.~~
- ~~Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.~~

- Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to graduation from high school, supplemented by 24 semester units of college-level coursework in business or public administration, safety, human resources, or a closely related field; and

EITHER

Two (2) years of administrative support experience, which included interpretation and application of rules and regulations.

OR

Two (2) years of experience performing risk duties including safety, workers' compensation, disability, and occupational health related support.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

The standard office position requires an employee to access their work location, attend meetings, use computerized workstations, and lift paperwork and lightweight equipment or resources (less than 20 pounds). Typically, an employee will need to walk, stand, sit, use a keyboard, see, hear, bend, lift, and twist. The employee obtains information from oral instructions, conversations, written reports, email, the Internet, and professional publications, and will process and analyze the information obtained. The employee will provide information orally or in writing, and work on numerous concurrent projects and tasks under deadlines. Typically, an employee will need to mentally process and analyze complex information, compose complex responses, interact with others, and present information and reports. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS/~~PHYSICAL DEMANDS~~

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~~Employees work in an office environment with moderate noise levels, controlled temperature conditions herein are representative of those that must be met by an employee, and no direct exposure to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.~~

Environment:

~~Work is primarily performed indoors in a standard office setting.~~

Physical:

~~Primary functions require sufficient hazardous physical ability to work in an office setting and operate office equipment; vision in the normal visual range substances. Employees may interact with or without correction sufficient to read computer screens, upset staff and printed documents/or public and to operate equipment; hear in the normal audio range with or without correction. Frequent sitting, reaching; wrist private representatives in interpreting and arm motions enforcing departmental policies and upward/downward flexion of neck; fine finger dexterity of both hands; ability to grasp and hold; lifting objects that weigh up to 15 lbs. Occasional standing, bending, walking; lifting objects that weigh 16 — 25 lbs., carrying or pushing objects that weigh up to 15 lbs. Infrequent climbing; carrying or pushing objects that weigh up to 40 lbs procedures.~~

HISTORY

JCN: 1506

Created: DEC 1997

Revised: SEP 2006

Revised: JUL 2008

Revised: JAN 2015

Form 700: Yes