



OCTOBER 2018
FLSA: EXEMPT
Bargaining Unit: UM
JCN: 0253

RISK MANAGER

DEFINITION

Under general direction, plans, organizes, coordinates, and supervises the risk management division, which includes functional responsibility for loss control, safety, contracts, insurance, worker compensation and liability programs; performs complex administrative, budgeting, statistical, and systems analysis of special projects and programs; assists in coordinating assigned activities with other County departments, divisions, outside agencies, and the public; ensures compliance with appropriate laws and regulatory standards; advises executive management in all aspects of risk management; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Human Resources. Exercises general supervision and direction over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating the County's risk management, including disability management work, workers' compensation management and resolution, insurance provisions, contract compliance, general liability investigations, and health and safety programs. Responsibilities include developing and implementing policies and procedures for assigned programs, budget administration and reporting, and program evaluation. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines.

This class is distinguished from the Director of Human Resources in that the latter has overall responsibility for all human resources, risk management, health and safety, and employee relations programs, functions, and activities, and for developing, implementing, and interpreting public policy.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Plans, organizes, coordinates, and supervises a comprehensive risk management and loss control program, including but not limited to workers' compensation, as well as insurance, liability, and industrial safety programs.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned functions and programs; recommends, within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Assists in managing and participates in the planning, development, and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; responds to staff questions and concerns; makes discipline recommendations.

- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and reviews with the Director; manages the implementation of improvements.
- Conducts or directs studies of operations, and researches data and information to identify potential risk exposure and liability; analyzes trends and information and makes recommendations on cost efficiencies in the management of risk management assets.
- Negotiates and administers consultant and third-party administrator contracts, directing and coordinating the work of third-party administrators as required.
- Negotiates with brokers and reviews policy language to ensure appropriate insurance coverage with the most favorable terms and costs.
- Maintains database of up-to-date insurance certificates for all County vendors to ensure contract compliance; requests and uploads updated certificates when required.
- Ensures that contracts, leases, and purchase documents are reviewed for insurance requirements and other conditions that could cause loss or exposure to loss.
- Serves as a liaison for the department with other County departments, divisions, and outside agencies; attends meetings in various locations; provides staff support to commissions, committees, and task forces; explains and interprets departmental programs, policies, and activities.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of human resources and other types of public services as they relate to the area of assignment.
- Provides advice and recommendations to executive management and, when requested, to the Board of Supervisors in public or closed session on risk management related matters.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Director of Human Resources.
- Responds to difficult and sensitive public inquiries and complaints, and assists with resolutions and alternative recommendations.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Public agency budgetary and contract administration, administrative practices, and general principles of risk management related to the functions of the assigned area.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles, practices, and methods of administrative, organizational, economic, and procedural analysis.
- Principles and practices of risk management and asset protection programs.
- Principles, practices, and methods of workers' compensation, including all applicable statutes and employer responsibilities.
- Principles, practices, and methods of contract development and corresponding insurance provisions required to reduce liability.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Statistical and financial analysis, recordkeeping and report generating principles and techniques.
- Principles and techniques for working with groups and fostering effective team interaction to ensure

teamwork is conducted smoothly.

- Methods and techniques for the development of presentations, contract negotiations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- 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:

- Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Provide administrative, management, and professional leadership for the risk management program.
- Direct and coordinate the work of third-party program administrators and adjusters.
- Analyze complex and sensitive administrative, budgetary, operational, economic, political, and organizational problems; evaluate alternatives; and reach sound conclusions.
- Analyze insurance policy provisions to determine the existence and extent of liability.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to risk management programs.
- 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.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- 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 a bachelor's degree from an accredited four-year college or university with major coursework in public or business administration, accounting, or a closely related field;

AND

Five (5) years of increasingly responsible experience in risk analysis, safety operations, claims adjustment, liability or workers' compensation, including two (2) years of supervisory experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.
- Possession of an Associate in Risk Management (ARM) certificate from the Insurance Institute of America (IIA) is preferred.

PHYSICAL DEMANDS

Must possess mobility to work in the field and in a standard office setting and use standard office equipment, including a computer; enter confined work spaces to inspect and evaluate various County sites and facilities, including traversing uneven terrain and climbing ladders and stairs; to attend meetings and to operate a motor vehicle; vision to read printed materials and a computer screen and make inspections; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees primarily work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also perform site inspections and facility evaluations with uncontrolled temperature conditions and direct exposure to hazardous conditions and/or substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.