



OCTOBER 2018
FLSA I/II: EXEMPT
Bargaining Unit: UM
JCN: 1501/1502

RISK ANALYST I/II

DEFINITION

Under general supervision or direction, provides professional assistance to the Risk Manager and other County management staff regarding risk management functions, including the workers' compensation program; assists in various activities in support of a comprehensive risk management program including safety, liability, property insurance, and loss control; performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision or direction from the Risk Manager. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

Risk Analyst I: This is the entry-level classification in the Risk Analyst class series. Initially under close supervision, incumbents learn and perform routine liability claims, safety, workers' compensation administration, and loss control duties while learning County policies and procedures and specific methods and regulations. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the II-level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Risk Analyst II: This is the fully qualified journey-level classification in the Risk Analyst class series. Positions at this level are distinguished from the I-level by the performance of the full range of duties assigned, working independently, and exercising 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.

This class is distinguished by the Sr. Risk Analyst in that the latter is the supervisory level overseeing risk programs or performs the most complex risk duties.

Positions in the Risk Analyst class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level, after gaining the knowledge, skill, and experience that meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Administers the workers' compensation claims management function; processes insurance claims submitted; monitors accepted claims prior to closure; provides information to claimants, attorneys, and workers' compensation carrier; assists employees in resolving issues related to workers' compensation, safety, and health; attends hearings and legal proceedings; maintains accurate databases; prepares claim settlement authority requests.
- Reviews accident reports, medical reports, correspondence, and other material regarding workers'

- compensation claims; assists in determining and advising on work status and eligibility for benefits; manages claims to encourage worker return to employment where possible.
- Develops policies, processes and procedures in accordance with the County's Injury and Illness Prevention Program.
 - Interviews County employees and others, and conducts investigations to determine the cause of accidents and performs site inspections.
 - Oversees the monitoring and review of all existing insurance contracts, rates, and claims procedures to assure requirements and legal provisions are met; recommends revisions as needed.
 - Conducts Fit for Duty, conducts interactive process meetings with employees, supervisors, managers, and directors to determine reasonable accommodations to work restrictions under workers' compensation regulations and the Americans with Disabilities Act (ADA).
 - Responds to employee questions and complaints; interfaces with third-party administrators to resolve claims appeals and provides guidance in policy interpretation and plan documents.
 - Assists in the development of financial, statistical, and budgetary recommendations, including rate computations, cost applied charges, and budgets.
 - Coordinates and oversees Department of Motor Vehicle Pull Program files, including notification of new and terminated employees; notifies appropriate departments of changes in employee driver's license status.
 - Conducts and directs various special studies and projects related to risk management functions.
 - Assists departments in the review of contract and lease agreements to ensure appropriateness of insurance coverages and compliance with bid specifications and County policies and procedures.
 - Processes County liability claims; reviews submissions, obtains information, settles claims within specified limits, and confers with and coordinates activities with third-party administrators.
 - Reviews contracts of potential County contractors to verify appropriate insurance coverage; obtains proof of insurance, and negotiates appropriate coverage limits.
 - Performs or facilitates safety training including CPR-First Aid-AED.
 - Performs monthly audits of contract insurance requirements and ensures current certificates are on file.
 - Analyzes the effect of new laws or administrative regulations on assigned programs and recommends policies and procedures for implementation.
 - Maintains accurate records and files; prepares reports, correspondence, and a variety of written material.
 - Performs related duties as assigned.

QUALIFICATIONS

Some knowledge and abilities may be gained by employees at the entry (I) level while in a learning capacity.

Knowledge of:

- Principles and practices of risk management and self-insurance.
- Principles and practices of workers' compensation programs.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility, including safety, workers' compensation, liability, Health Insurance Portability and Accountability Act, ADA, and related laws.
- Analytical methods and techniques, including statistical and financial analysis.
- Training techniques and presentation principles.
- Medical and legal terminology relating to workers' compensation matters.
- Methods of evaluating workers' compensation claims and computing benefits.
- Principles and practices of insurance administration including risk analysis, loss prevention, and insurance purchasing for general and financial liability protection; principles of underwriting and indemnification.
- Complex research, analysis of alternatives, and recommendation of practical solutions.
- 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:

- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Analyze a variety of complex data, including medical reports, and make appropriate decisions.
- 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.

Risk Analyst I:

Equivalent to a bachelor's degree from an accredited four-year college or university in business or public administration, human resources, industrial engineering, or a closely related field.

Risk Analyst II:

Equivalent to a bachelor's degree from an accredited four-year college or university in business or public administration, human resources, industrial engineering, or a closely related field;

AND

Two (2) years of professional-level experience in risk management, specifically workers' compensation, and/or at a level equivalent to the County's class of Risk Analyst I.

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

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.