



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

RISK MANAGER

DEFINITION & DISTINGUISHING CHARACTERISTICS

Definition:

Under ~~minimal~~general direction, plans, organizes, coordinates, and supervises ~~a comprehensive~~the risk management, ~~division, which includes functional responsibility for~~ loss control ~~and employee benefit self-, safety, contracts, insurance and insurance program, 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.

Distinguishing Characteristics:

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 ~~class~~ is a management classification responsible for ~~managing and supervising~~planning, organizing, reviewing, and evaluating the County's risk management ~~program by providing day-to-day direction for health benefits administration or, including~~ disability management work, workers' compensation investigationmanagement and resolution, ~~injury investigation, and disability discrimination harassment and/or retaliation complaint investigation.~~ The incumbent works with considerable discretion in development and implementation ofinsurance provisions, contract compliance, general liability investigations, and health and safety programs. Responsibilities include developing and implementing policies and procedures, ensuring compliance with appropriate laws and regulatory standards, and in advising executive management in all aspects of risk management. 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 ESSENTIAL TYPICAL JOB FUNCTIONS (Illustrative Only)

- > Plans, organizes, coordinates, and supervises a comprehensive risk management and loss control program, including but not limited to ~~medical-dental, workers~~workers' compensation, as well as insurance, liability, and industrial safety programs.

- ~~Plans, schedules, supervises~~ Manages and ~~evaluates~~ participates in the work development and implementation of goals, objectives, policies, and priorities for assigned staff; ~~provides for training and professional development~~ functions and programs; recommends ~~discipline as necessary~~.
- ~~Identifies and analyzes risks, develops, evaluates and, within departmental policy, appropriate service and staffing levels; recommends options, costs, funding requirements and effective solutions~~ and administers policies and procedures.
- ~~Directs~~ Assists in managing and participates in the planning, development, and administration of risk management the department's annual budget; ~~directs actuarial reviews~~ the forecast of additional funds; ~~develops~~ 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 for cost applied charges.~~
- 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 the conduct of~~ 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.
- ~~May negotiate~~ Negotiates and ~~administer~~ 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 the Chief Administrative Officer~~ executive management and, when requested, to the Board of Supervisors in public or closed session on risk management related matters.
- ~~Attendance and punctuality that is observant of scheduled hours on a regular basis.~~
- 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 work~~ duties as assigned.

MINIMUM 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:

~~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 graduation from a 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 ~~course~~ workcoursework in public or business administration, accounting, or a closely related field-;~~

~~-and-~~

Experience:—

~~Four (4)~~

~~AND~~

~~Five (5) years of increasingly responsible experience in risk analysis, safety operations, claims adjustment, liability or ~~workersworkers'~~ compensation. Additional, including two (2) years of supervisory experience as outlined above, may substitute for the required education on a year for year basis to a maximum of two years.-.~~

Other Requirements: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

- ~~Must possess a valid driver's license.~~ Associate in Risk Management (ARM) certificate from the Insurance Institute of America (IIA) is preferred. ~~Possession of an appropriate advanced degree is desirable and may substitute for one year of experience. Supervisory experience in a public agency setting is desirable.~~

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.

Knowledge of:

- ~~Principles, practices and methods of administrative, organizational, economic and procedural analysis.~~
- ~~Public administration principles and practices, including organization, structure in a municipal setting.~~
- ~~Principles and practices of risk management and asset protection programs.~~
- ~~Principles and practices of budget development and administration, organizational planning, work measurements, capital improvement programming and planning, and personnel management.~~
- ~~Statistical and financial analysis, recordkeeping and report generating principles and techniques.~~
- ~~Business computer user applications, particularly as related to statistical analysis and recordkeeping.~~
- ~~Applicable laws and regulations.~~
- ~~Basic supervisory principles and practice.~~

Skill in:

- ~~Planning, organizing, supervising, reviewing and evaluating the work of others.~~
- ~~Directing and coordinating the work of third-party program administrators and adjusters.~~
- ~~Analyzing complex and sensitive administrative, budgetary, operational, economic, political and organizational problems, evaluating alternatives and reaching sound conclusions.~~
- ~~Analyzing insurance policy provisions to determine the existence and extent of liability.~~
- ~~Interpreting and applying laws, regulations, policies and procedures.~~
- ~~Preparing clear, concise and complete reports and other written materials.~~
- ~~_____~~

Ability to:

- ~~Exercise sound independent judgment within established policy guidelines.~~
- ~~Establish and maintain effective working relationships with those contacted in the course of the work.~~
- ~~Represent the County effectively in meeting with governmental agencies, community groups, boards and commissions, and the public.~~

ENVIRONMENTAL CONDITIONS/PHYSICAL DEMANDS

~~The conditions herein are representative of those that must be met by an employee 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 physical ability to work in an office setting and operate office equipment; vision in the normal visual range with or without correction sufficient to read computer screens and printed documents and to operate equipment; hear in the normal audio range with or without correction. **Frequent** sitting; wrist and arm motions and upward/downward flexion of neck; fine finger dexterity of both hands, ability to grasp and hold; lifting, carrying or pushing objects that weigh up to 15 lbs. **Occasional** standing and bending, walking and reaching; lifting, carrying or pushing objects that weigh 16—40 lbs. **Infrequent** climbing, lifting, carrying or pushing objects that weigh more than 40 lbs.~~

HISTORY

JCN: 0253

Created: JUN 1993

Revised: DEC 2011

Revised: JAN 2015

Form 700: YES