



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

RISK MANAGEMENT ANALYST I/II

DEFINITION & DISTINGUISHING CHARACTERISTICS

Definition:

Under general supervision, ~~performs a variety of~~ 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~~ support of a comprehensive risk management, ~~loss control and insurance benefit program~~ program including safety, liability, property insurance, and loss control; performs related duties as assigned.

Distinguishing Characteristics:

Risk Management-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 ~~this professional~~the Risk Analyst class series. Initially under close supervision, incumbents learn and perform the more standardized duties related to routine liability claims, employee benefit programs, worker's compensationssafety, workers' compensation administration, and loss control duties while learning County policies and ~~pro-~~ceduresprocedures 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 duties become more diversified and are performed under more general supervision. This class is ~~alternately~~*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 ~~with Risk Management Analyst II~~ and incumbents ~~may advance to~~positions at the ~~higher-II-level~~ are normally filled by advancement from the I-level, after gaining the knowledge, skill, and experience ~~and demonstrating proficiency, which~~that meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

~~Risk Management Analyst II is the journey level of the series, fully competent to perform a wide variety of professional level duties. This class is distinguished from Risk Manager in that the latter has overall management responsibility for all risk management functions and activities.~~

EXAMPLES OF ESSENTIAL TYPICAL JOB FUNCTIONS (Illustrative Only)

- ~~● Reviews and surveys County facilities, activities and contracts to assess potential risk and recommend mitigation measures.~~
- 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 accident reports, medical reports, correspondence and other materials regarding worker's compensation claims; manages claims to encourage worker return to employment where possible.~~
- ~~● Interviews County employees and others and conducts investigations to determine the cause of accidents.~~
- Reviews contracts of potential County contractors to verify appropriate insurance coverage; obtains proof of insurance, and negotiates appropriate coverage limits.
- Orients employees regarding benefit~~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 insurance coverage's; assists employees with enrollment processes; acts as liaison with various insurance companies to solve benefit coverage problems.~~
- ~~● Calculates benefit amounts for various long- and short-term disability coverage's; prepares claims statements and follows-up as required.~~

- ~~Conducts and directs various special studies and projects related to the risk management function, such as asbestos control, hazardous materials inventory, and employee surveys.~~
- ~~Conducts and arranges for various training programs related to the function, such as CPR and injury prevention.~~
- ~~Confers with and interprets~~recommends policies, and procedures ~~and regulations to County staff, contractors, insurance company representatives, third party administrators and the public.~~
~~— for implementation.~~
- ~~Maintains accurate records and files; prepares reports, correspondence, and a variety of written materials.~~material.
- ~~Directs the work of support staff on a project or day-to-day basis.~~
- ~~Attendance and punctuality that is observant of scheduled hours on a regular basis.~~
- ~~Performs related~~ workduties 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. Some knowledge and abilities may be gained by employees at the entry (I) level while in a learning capacity.~~

Risk Management Analyst I:

Education:

~~Equivalent to graduation from a four-year college or university with major coursework in business or public administration, industrial engineering or a related field.~~

~~Support experience in a risk management or employee benefits function may be substituted for the education on a year for year basis to a maximum of two (2) years.~~

Risk Management Analyst II:

Experience:

~~In addition to the above, two (2) years of professional level experience in risk management and/or employee benefits administration at a level to the County's class of Risk Management Analyst I.~~

Other Requirements:

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

Knowledge of:

- > Principles and practices of risk management and self-insurance.
- > Principles and practices of ~~worker's~~workers' compensation ~~and employee benefit and insurance~~ programs.
- > Applicable ~~laws, policies and regulations.~~ 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.
- ~~Basic supervisory principles and practices.~~
- > ~~Basic training~~Training techniques and presentation principles.
- ~~Standard office practices and procedures, including filing and basic business data processing applications.~~

Skill in:

- > ~~Performing complex~~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, analyzinganalysis of alternatives, and recommendingrecommendation of practical solutions.
- > ~~Preparing clear, concise and effective written reports, correspondence and other written materials.~~
- > ~~Maintaining accurate records and files.~~
- > 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:

~~Analyzing, interpreting, applying~~

- Analyze, interpret, summarize, and ~~explaining complex laws, rules~~ 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.
- ~~Exercising sound~~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 ~~established~~general policy—and, procedural, and legal guidelines.
- ~~Establishing and maintaining~~Establish, maintain, and foster positive and effective working relationships with those contacted in the course of the work.

Education and Experience:

~~Any combination of the required experience, education, and training~~**ENVIRONMENTAL CONDITIONS/PHYSICAL DEMANDS**
~~that would provide the essential knowledge, skills, and abilities is qualifying.~~

Risk Analyst I:

~~Equivalent to~~ 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~~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~~ 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, reaching; wrist and arm motions 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.~~

HISTORY

JCN: 1501/1502
Created: JUN 1990
Revised: MAR 2015

~~Form 700: Yes~~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.