



Risk Manager

Summary

Administer, manage, and direct the Risk Management program, loss prevention, and liability programs. This position is responsible for coordinating the activities supporting these services with other City departments, divisions, and outside agencies.

Class Characteristics

General direction is provided by the Administrative Services Director; responsibilities include the direct and indirect supervision of lower level professional, technical, and clerical personnel.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here 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 a disability to perform the essential duties, skills, and demands.

Duties:

Assume management responsibility for all services and activities of the risk management division. Manage and participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs including loss reserves, insurance coverage, risk transfer, subrogation, insurance specifications and purchases, loss control, claims management, and litigation management.

Understand and interpret City, state, and federal regulations and statues relative to self-insurance and risk management. Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; asses and monitor workload, administrative and support systems; implement improvements.

Manage and participate in the development and administration of risk management division annual budget; direct the forecast of additional funds needed for staffing, equipment, materials, and supplies; direct, monitor, and implement adjustments as necessary.

Maintain and analyze loss records; prepare reports, correspondence, studies, and proposals, and give presentations, including recommendations, to other City departments, divisions, and elected officials.

Develop and enter into contracts and leases for City departments; develop and review language regarding insurance, indemnification, hold harmless provisions, requirements for endorsements, and subrogation; review certificates of insurance for adequacy.

Coordinate and support the City Attorney's office on general liability program administration and all aspect's of city litigation, as deemed necessary.

Investigate and adjust liability claims brought against the City; negotiate with claimants and attorneys.

Represent the City in small claims court; prepare and coordinate department staff for required court appearances.

Manage property valuations for buildings, contents, and property in the open.

Survey facilities, operations, and programs to identify hazards and potential liabilities; recommend corrective actions to affected departments.

Manage internal service funds to ensure adequate and equitable funding of general liability and property insurance programs.

Establish, monitor, and adjust rates as necessary.

Select, train, motivate, and evaluate Risk Management personnel; provide or coordinate staff training; provide performance improvement counseling and/or recommend corrective action.

Represent the City as a member of the Board of Directors for the California Joint Powers Risk Management Authority (CJPRMA).

Respond and resolve difficult sensitive citizen, claimant, and employee inquiries and complaints.

Perform related duties as assigned.

Skills/Abilities:

Develop, implement and administer goals, objectives, and procedures for providing effective and efficient administrative services in the area of risk management.

Possess a comprehensive knowledge of California tort law and the California litigation processes.

Research, analyze, and evaluate new service delivery methods, procedures and techniques.

Interpret and apply Federal, State, and local policies, procedures, laws, and regulations.

Respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

Read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.

Effectively present information to management, public groups, and/or City Council or committees.

Apply mathematical operations to such tasks as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory, and factor analysis.

Define problems, collect data, establish facts, and draw valid conclusions.

Interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Communicate effectively both verbally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work.

Physical Demands and Work Environment:

While performing the duties of this job, the employee will be frequently required to sit and talk and hear. The employee will be required to stand, walk, and use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to sit, enter data into a terminal, personal computer or keyboard device; operate office equipment requiring repetitive arm/hand movement. The employee will occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Qualifications

Knowledge of:

Principles, practices, and techniques of establishing and maintaining comprehensive risk management program.

Organizational and management principles as applied to analysis and evaluation of programs, policies, and operational needs.

Principles, regulations, and laws related to general liability and employment practices.

Public liability, claims investigation and administration, and the California litigation system to include tort, public entity, contract labor, and other relevant areas of law, litigation and employee safety programs.

Principles and practices of budget preparation and administration.

Education and Experience:

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:

A Bachelor's degree with major work in public administration, insurance administration, or closely related field is required.

Experience:

Six years of progressively responsible experience administering Risk Management programs, preferably in the public sector, and experience in the investigation of claims cases.

Certificates/Licenses:

Possession of a valid California Class C driver's license.

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Established: 07/07/03
Resolution #: 2003-127 N.C.S.
Revised: 06/30/06
Department: Administrative Services
FLSA Status: Exempt