



## RISK MANAGER

### Classification Specification

#### **JOB SUMMARY:**

Under administrative direction, plans, organizes, and directs a comprehensive risk management, safety and worker compensation programs; coordinates activities with County divisions and departments; serves as the liaison to the County's third-party administrators for risk management and worker compensation; and performs other related duties as assigned.

#### **DISTINGUISHING CHARACTERISTICS:**

This single position, at-will classification reports to the Assistant Chief Executive Officer. The incumbent exercises considerable independent judgment and responsibility in developing and implementing program objectives within a broad framework of general policy. This class is distinguished from Senior Risk Analyst by its management level oversight of the County's Risk Management, including safety and worker compensation programs.

#### **SUPERVISION EXERCISED:**

Risk Manager exercises management level supervision over Safety Officers and support staff.

#### **EXAMPLES OF DUTIES AND ESSENTIAL JOB FUNCTIONS:**

*(Duties may include but are not limited to the following:)*

- Administer the County's general liability and property insurance activities including claims administration and loss prevention, administration of the self-insurance fund, worker compensation, safety, fitness for duty and employee return to work programs.
- Carry out supervisory/managerial responsibility in accordance with policies, procedures and applicable laws including interviewing, hiring and training, planning, assigning and directing work; establishing deadlines; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Communicate directly with claimants and facilitate claim resolution.
- Settle claims within authorized limits, recommend settlement above authorized limits; reject claims when appropriate, work with third-party insurance authority to handle subrogation action when applicable, and secure reimbursement of costs where recovery rights exist.
- Review contracts, leases and purchase documents to reduce risk exposure through hold-harmless provisions, bonding or insurance, and advise departments regarding insurance contract requirements.
- Develop, evaluate and implement goals, objectives, policies and procedures for the County's liability, worker compensation and safety programs.
- Survey County equipment, facilities and practices to identify potential liabilities and hazards, identify exposures that contribute to losses, recommend corrective actions including the adoption of financial protection measures through risk transfer, avoidance and retention practices, and serve as a resource and consultant to departments.
- Develop, implement and facilitate activities with other County departments, divisions, third-party administrators, and other outside agencies regarding loss control, risk management, safety, worker compensation, fitness for duty, and return to work issues and programs.
- Prepare and administer risk management and safety budget, participate in developing cost allocation for County's general liability insurance program, and make recommendations for appropriate reserve and contingent liability funding.
- Plan and implement short-term or annual goals, objectives, and strategies for the unit, projects or programs to ensure efficient organization and completion of work.
- Monitor the progress of claims assigned to law firms, investigators or other specialized consultants, assist in the preparation of cases for litigation, and represent the County in hearings and in small claims actions.
- Conduct or direct the conduct of complex studies, prepare technical and administrative reports and recommendations to management and Board regarding claims and recommendations for new or modified programs, policies and procedures relating to risk management and safety.
- Plan, develop, implement and monitor the County's safety program in accordance with state and/or federal regulations.
- Represent the County in matters relating to Cal OSHA; accompany OSHA inspectors on inspections of County facilities, answer questions, record findings, prepare OSHA report results of inspections to appropriate authorities, and initiate and/or recommend corrective action ensure compliance.

- Participate in county-wide emergency preparedness activities.
- Develop and maintain claims administration programs for prompt notification of all losses, handling of losses and subrogation action.
- Consult with County Counsel on legal aspects of potential liability and claims litigation.
- Develop and administer safety programs.
- Interpret, develop, communicate, update and monitor ordinances, policies, procedures, and standards for the department and County; recommend improvement when necessary, and write/revise same.
- Write specifications for the purchase of insurance by bid or negotiation; recommend purchases; and serve as liaison with insurance companies in order to settle claims or renegotiate conditions of the policy.
- Monitor current, newly adopted, and proposed legislation, rules and regulations and disseminates information to department officials and staff regarding same.
- Perform other related duties as assigned.

#### **MATERIAL AND EQUIPMENT USED:**

General Office Equipment

Computer

#### **MINIMUM QUALIFICATIONS REQUIRED**

##### **Education and Experience:**

Bachelor's degree, or equivalent, from an accredited college or university with major coursework in occupational health, safety, industrial hygiene or a related field; **AND** four (4) years of progressively responsible experience in risk management (liability, property and claims management), worker compensation and safety/loss prevention activities including at least two (2) years in a supervisory or management capacity.

SUBSTITUTION: A combination equal to eight (8) years of related education, training and experience performing progressively responsible risk management (liability, property and claims management), worker compensation and safety/loss prevention activities, with at least two (2) years in a supervisory or management capacity,; preferably with a public agency and/or in a risk management program that provides the required knowledge, skills, and abilities to perform the essential functions of the job.

##### **Licenses and Certifications:**

Valid State Driver's License

Associate Risk Manager (ARM) certificate desirable

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

##### **Knowledge of:**

- Practices and procedures involved in investigation, evaluation, adjustment and settlement of personal injury, property, liability and worker compensation claims.
- All applicable codes, laws, ordinances, including provisions of California Vehicle Code, Government Code, CalOSHA safety regulations and legal decisions pertaining to personal, property and worker's compensation liability and to safety program and practices.
- Basic occupational safety principles; principles of insurance risk and experience analysis, reserving, accounting and statistical record keeping; principles and practices necessary to prepare risk management budgets.
- Principles and practices necessary to prepare risk management budgets; legal proceedings and protocols governing risk management issues.
- Principles and techniques of injury and illness prevention, employee safety training and hazardous materials handling procedures.
- Administrative principles and methods, including goal setting, program development and implementation and employee supervision.
- Standard office equipment; and basic computer applications and techniques.
- Proper English usage and grammar.
- Basic budgetary principles and practices.
- Governmental financial operations.
- Statistical, financial and actuarial analysis and bid preparation, solicitation and evaluation.
- Computer applications related to the work.

- Record keeping, report preparation, filing methods and records management techniques.
- Methods and techniques of research and report presentation.

**Skill in:**

- Applying logical thinking to solve problems or accomplish tasks; understand, interpret and communicate complicated policies, procedures and protocols.
- Advanced interpersonal skills to provide effective leadership to subordinate personnel and to develop cooperative working relationships with employees, senior management, elected officials, and the community at large.
- Plan, organize, assign, direct, review and evaluate the work of staff.
- Select and motivate staff and provide for their training and professional development
- Exercising tact, discretion, and sound independent judgment within established policy guidelines and legal constraints
- Analyzing insurance policy provisions.
- Analyzing, classifying and rating risk, exposure and loss expectancies.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Researching, compiling, interpreting and summarizing a variety of informational and statistical data and materials.
- Communicating clearly and effectively, orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.

**Mental and Physical Abilities:**

- Plan, develop and coordinate the County's liability, risk management and worker compensation programs; Establish and maintain effective working relationships with others
- Exercise and independently apply sound, unbiased judgment.
- Evaluate and analyze complex issues accurately and take effective action.
- Ability to read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.
- Adjust and settle a wide variety of general liability, property and worker's compensation claims;
- Operate standard office equipment; and utilize various software programs relevant to the position.
- Read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.
- Represent the department and county effectively in meetings including making effective presentations to and facilitating groups.
- Respond to stressful and sensitive situations in a professional and confidential manner.
- Prepare clear, concise, and comprehensive reports, correspondence, and recommendations.
- Understand and carry out written and oral instructions, giving close attention to detail and accuracy.
- Delegate authority to staff.
- Establish and maintain effective working relationships with others.
- Communicate effectively both verbally and in writing.
- Collect, interpret and evaluate data and identify and evaluate variables.
- Formulate policies and plan, coordinate and initiate actions necessary to implement decisions.
- Apply concepts such as fractions, percentages, ratios and proportions to practical situations.
- Write clear, concise and comprehensive reports, correspondence, technical reports and program plans.
- Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.
- While performing the essential functions of this job, the incumbent is regularly required to: walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; speak and hear, and push, pull, move, or lift above and below the neck objects weighing up to 20 pounds.

**Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet.

Incumbents may be required to work weekends, special events, on-call, or outside of normal work schedule.

Incumbents who drive on County business to carry out job-related duties must possess and maintain a valid

California driver's license upon hire for the class of vehicle driven and meet automobile insurability requirements of the County.

Disaster Service Worker - Pursuant to California Government Code Section 3100-3109, all public employees are declared disaster service workers subject to disaster service activities as may be assigned to them in the event of fire, flood, earthquake, or other natural or man-made disaster.

**ADDITIONAL INFORMATION:**

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

CLASS TITLE: Risk Manager  
CLASS CODE: TBD  
DEPARTMENT: Executive Office  
REPORTS TO: Chief Executive Officer  
FLSA STATUS: E  
CIVIL SERVICE: No, At-Will  
BARGAINING UNIT: Unrepresented  
ADOPTED: 11.2000, Rev. 11.2021

History Notes: