

JOB DESCRIPTION

CITY OF SPRINGFIELD

HUMAN RESOURCES DEPARTMENT PERFORMANCE AND COMPENSATION DIVISION

Job Title	<u>Risk Management Administrator</u>
Sch & Grade	<u>PAT-11</u>
Class Code	<u>AB04</u>
FLSA Status	<u>Exempt</u>
Bargain Unit Elig.	<u>Not Eligible</u>
Occupational Group	<u>Human Resources</u>

PRIMARY PURPOSE:

Develops, implements, and manages the City's comprehensive Risk Management Program that includes risk identification and evaluation; claims management; overseeing the workers' compensation, safety, and loss prevention & control programs; and risk mitigation through insurance selection and loss prevention. Serves in a city-wide advisory role to supportively and effectively integrate risk management practices for city departments.

SUPERVISION:

Under the general supervision of the Director of Human Resources. Directly and indirectly supervises a staff of professional, technical and administrative support personnel in the safety and workers' compensation program areas.

DESCRIPTION OF WORK:

ESSENTIAL FUNCTIONS:

1. Develops, implements and administers a citywide Risk Management Program that includes managing a wide variety of program components such as risk identification and evaluation, claims management, workers' compensation, safety, loss prevention and control, insurance coverages. Program includes strategies to promote a positive organization-wide risk management culture.
2. Serves as advisor to all city departments, boards, and agencies on risk management issues.
3. Conducts surveys of existing and proposed City property, facilities, and operations to identify, evaluate and classify risk exposures; selects appropriate methods for minimizing risk exposure and formulates action plans to mitigate and contain financial and other impact.
4. Determines cost effective methods for funding for actual losses such as purchase of insurance, paying as a current expense, or use of a claims reserve fund.
5. Supervises and manages the activities of the Risk Management division staff including recommending hiring decisions; developing and establishing goals, performance standards and objectives; completing timely and effective performance evaluations; providing staff with performance improvement counseling and/or recommending any corrective action.
6. Determines insurance requirements for contractors and vendors and assists the Division of Purchasing and City Attorney's staff in the preparation of specifications, procurement negotiations, and selections of insurers.
7. Reviews select contracts, ordinances and licensing agreements pertaining to risk management issues and is actively involved in providing input to the City's legal staff regarding contractual risk transfer decisions and application of insurance coverages required for specific projects.
8. Monitors public gatherings, city sponsored events, and city facilities for risk exposure and potential liability. Also participates in the design process phase for new city facilities and works with insurance companies engineering staff to review construction and fire protection designs for potential fire-life safety issues before construction begins.
9. Develops and recommends appropriate cost-containment features for and monitors the activities of all insured and self-insured programs of the City.
10. Investigates insured loss losses and other insurance claims.
11. Maintains appropriate classification and record-keeping system for all policies.
12. Maintains data including, but not limited to, insurance coverage, losses and claims, premium rates, dates of renewal, and deductible amounts for all policies. Develops and maintains records and other data with which to prepare reports and statistical data relating to risk management operations and program performance.
13. Provides annual report to City Manager's office and/or Leadership Team with recommendation for current year's program and policies.

14. Coordinates loss prevention program; studies and analyzes accidents to determine methods for controlling or eliminating hazards or exposures.
15. Prepares benchmarking information and develops performance measures for risk management programs.
16. Provides trend analysis to management, identifies areas of high cost and makes recommendations to reverse adverse trends.
17. Conducts continuous audit of risk management program to ensure that appropriate revisions are made to respond to changing exposures and conditions.
18. Reviews State and Federal legislation, regulations and court decisions for implications to risk management program.
19. Collaborates with others and develops multi-disciplinary teams to educate employees, share ideas, develop strategies and foster a supportive work environment that embraces a commitment to risk management and safety programs.
20. Prepares and delivers presentations that engage city leadership, supervisors and employees regarding risk management and related safety programs.
21. Travels to off-site locations to conduct site audits.
22. Conducts or oversees the site reviews for workers' compensation accidents.

IMPORTANT FUNCTIONS:

1. Attends conferences, seminars, workshops, and other training for professional development purposes.

Performs related work as required.

QUALIFICATIONS REQUIRED:

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

Knowledge

Risk management techniques; principles of claims management, accident prevention, and loss prevention and control; insurance theory, manuscripts, marketing, and underwriting; pertinent laws and regulations. Management principles and practices. Computer software applications such as word processing, spreadsheet, database and email

Abilities

Effectively develop, implement and manage the City's comprehensive Risk Management Program including supervising staff as well as formulating policies and plans; encourage a positive, collaborative and integrated risk management work environment/culture for city departments with a demonstrated ability to gain buy-in for programs; strong analytical skills with the ability to identify and evaluate risks; read, review and interpret a wide variety of information including policies, codes, contracts, proposals, statistics, and highly technical information; perform research, gather and classify data/information, make calculations, identify trends, and rate risks, exposures, and loss expectancies; demonstrate exceptional communication and presentation skills with the ability to speak effectively to groups and deliver engaging presentations that include incorporating the use of appropriate technology or other visual aids; exercise discretion and utilize sound, independent judgment regarding matters of significance; negotiate with brokers, adjusters, attorneys, and others; handle confidential and sensitive information; diplomatically resolve problems and make effective recommendations; interprets and applies pertinent laws and regulations; capable of establishing meaningful and engaging employee safety and other risk management training programs; effectively prepare and communicate detailed and complex management reports; utilize appropriate computerized software programs; communicate effectively verbally and in writing with a wide variety of individuals and groups, including both internal and external customers; develop rapport, credibility, mutual respect, and strong working relationships with a broad spectrum of people including City Leadership Team, city supervisors, employees, insurance brokers, TPAs, and insurance representatives; deal effectively and courteously with associates and the general public; model and promote acceptance and respect for differences among employees and citizens; perform effectively as a member of the team in carrying out the City's stated mission and philosophy; perform the essential function of the job without posing a direct threat to the health and safety of others.

Experience, Education, and Training

Requires a Bachelor’s Degree in Risk Management, Human Resources, Public or Business Administration, Safety Engineering, or related field, plus five years progressively responsible experience in corporate or public organization risk management functions with preference given to experience that includes a Human Resources background.

Physical Requirements

Must be able to bend, squat, walk, sit, stand, reach, and climb; occasional lifting, carrying, pushing and pulling; hold and grip objects; operate a computer keyboard and/or mouse; must be able to conduct audits and inspections at off-site locations as necessary.

Working Environment

Both indoor and outdoor working environment; subject to mechanical, electrical, chemical, and other safety hazards (as well as toxic waste) associated with different City work settings; susceptible to fumes, odors, dust, and pollen; may be exposed to extreme or constant noise.

Licensing/Certification

Associate in Risk Management (ARM) and/or Chartered Property and Casualty Underwriter (CPCU) certification preferred. Must possess a valid Missouri Motor Vehicle Operator’s License.

Miscellaneous Requirements

None.

Last Revision:	February 14, 2012	GENERAL ORDINANCE NO. 3761
Comments:	Updated Abilities	Date: June 23, 1986

I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.

Signed: _____ **Date:** _____