

CLASS SPECIFICATION
RISK MANAGER

PAY GRADE: 61
CLASS CODE: 30003098
EFFECTIVE: December 13, 2018

CLASSIFICATION SUMMARY

Reports to a Director. Under minimal direction, provides leadership in the development and implementation of Citywide risk management and loss control programs; acts on behalf of the City on all matters related to workers' compensation, settlement of tort claims, employment discrimination, and violations of civil rights; directs and manages the operations of the organizational unit responsible for all the centralized risk management and loss control programs. Classification is exempt from Civil Service.

Responsibilities include: planning, organizing, developing, integrating, and administering risk management and loss control programs to minimize exposures to adverse consequences to the City; developing and promoting a strategic vision for Citywide risk and safety performance; establishing policies and procedures for mitigating known and emerging risks; planning workflow, methods, and standards of acceptable work; exercising significant discretion in carrying out the mission and goals of the organizational unit; providing staff with leadership, direction, and support; facilitating and enhancing process improvements; reviewing and managing budget allocations; managing subordinate supervisors and direct reports.

DISTINGUISHING CHARACTERISTICS

Risk Manager is a distinct management-level classification that provides Citywide strategic risk management and loss control programs.

Risk Manager is distinguished from Risk Specialist III in that the latter is responsible for administering a specialized risk management program within defined statutory or programmatic parameters, and the former is responsible for all of the centralized risk management functions.

Risk Manager is distinguished from the Manager series in that the former is responsible for the centralized risk management and loss control programs and requires specialized education, training, and experience.

ESSENTIAL FUNCTIONS

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties, as assigned.

General Duties:

1. Oversee, analyze, and plan the City's self-insurance program to ensure adequate protection against loss; evaluate and approve applications for self-insurance programs in lieu of commercial insurance; advise Bureaus/Offices regarding the purchase of policies or self-assumption of risks for a broad range of risk exposures; manage selection process for Broker of Record to assist in the procurement of insurance; approve contracts for risk-related service vendors; review possible coverage improvements.

2. Establish strategic interventions to mitigate impact of on-the-job employee injury on City operations; ensure that the City's self-insured workers' compensation program is in compliance with state regulations and provides appropriate benefits and services to injured city workers; facilitate collaboration between Bureau/Office management to avoid employment liability; approve program design and oversee the investigation of injuries and evaluation and settlement of claims.
3. Direct and oversee the Citywide tort liability program to ensure effective investigation, administration, settlement, and adjudication of tort claims; establish strategic interventions to mitigate impact of negligence errors by City employees; collaborate with Bureau/Office Directors and the City Attorney on the defense and resolution of tort lawsuits.
4. Direct the development and implementation of Citywide risk awareness, loss prevention, and exposure control policies, programs, initiatives, and incentives designed to improve safety for Bureau/Office staff and the public, and comply with Occupational Safety and Health Administration (OSHA) requirements and community best practices.
5. Plan, develop, and guide strategic and tactical interventions to address City staff exposure to infectious diseases or biohazards; guide nursing services to evaluate and treat on-the-job infectious disease exposures.
6. Represent the Division in conducting presentations at public meetings, conducting community outreach, providing assistance to City Council, and responding to sensitive citizen and media questions, feedback, and requests for information.
7. Prepare or lead the preparation of strategic plans and annual work plans; develop, implement, improve, monitor, and evaluate programs, projects, workflow, methods, and work products in accordance with Division plans, budgets, and policies; perform specialized financial, revenue, budgetary, and management studies and analyses.
8. Direct budget development and administration, including forecasting resources needed for staffing, equipment, materials, and supplies; manage organizational unit budgets; monitor budget-to-actual revenues and expenditures, and suggest mid-year or other adjustments; direct and oversee cost/benefit and resource requirement analyses of the budget.
9. Provide leadership to attract, develop, and retain diverse, highly competent, service-oriented staff that support the City's and Bureau/Office's mission, objectives, and service expectations; create and promote an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society; ensure that employees are provided with guidance and opportunity to correct deficiencies, and appropriate discipline procedures are implemented.
10. Develop and establish performance requirements and personal development targets for assigned staff, including coaching, training, and performance management; regularly monitor performance and provide coaching for performance improvement and development; evaluate performance and complete annual performance reviews.

SUPERVISION RECEIVED AND EXERCISED

The work of this classification is performed under minimal direction and oversight by a Director.

Directly supervises a minimum of four (4) employees. Indirectly supervises staff assigned to subordinate supervisors.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. Thorough knowledge of principles, practices, methods, and techniques of developing and administering risk management, loss control, self-insured, and self-administered claims programs.
2. Thorough knowledge of property, casualty, and liability insurance industry trends and practices.
3. Thorough knowledge of methods and techniques for conducting statistical and financial analyses.
4. Thorough knowledge of the principles and practices of leadership, operational and strategic planning, current business communication, public administration, program evaluation, and budget preparation and administration, and fields related to the mission and purpose of risk management and loss prevention.

5. Thorough knowledge of principles of management, supervision, training, and performance evaluation.
6. Thorough knowledge of relevant federal, state, and local laws, statutes, regulations, and ordinances pertaining to tort liabilities, workers' compensation, and claims practices and procedures, and the ability to analyze, interpret, explain, and apply them.
7. Ability to plan and manage comprehensive risk management, insurance, and loss prevention functions.
8. Ability to analyze loss control data and assess trends and developments.
9. Ability to negotiate and administer insurance contracts and resolve concerns and issues.
10. Ability to manage and coordinate risk programs and functional specialties.
11. Ability to communicate effectively, both verbally and in writing; present information, proposals, and recommendations clearly and persuasively in public settings.
12. Ability to establish and maintain effective working relationships with those contacted in the course of work; demonstrate tact, diplomacy, and patience; gain cooperation through discussion and collaboration.
13. Ability to collaborate with communities of color and people traditionally underrepresented in local decision-making; facilitate inclusive participation in programs and activities; communicate cross-culturally.
14. Ability to manage a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex City services.
15. Ability to utilize City-specific technology and general office software.

MINIMUM QUALIFICATIONS REQUIRED

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education/Training: Bachelor's degree from an accredited college or university with major course work in business administration, public administration, or field related to risk management and loss control;

AND

Experience: Six (6) years of progressively responsible professional level experience developing, implementing, and managing risk management and loss control programs, including two (2) years in a supervisory role.

Special Requirements and/or Qualifications:

None.

Preferred Qualifications:

Management experience working for a public agency.

A valid state driver's license.

Professional designation or licensure from accredited risk management or occupational safety organization, such as Certified Safety Professional (CSP), Associate in Risk Management (ARM), or Certified Hazardous Materials Manager (CHMM).

Bargaining Unit: Non-represented

FLSA Status: Exempt

HISTORY

Revision Dates:

June 2022 – Pay grade change updated from 60 to 61 per ordinance 190814