

Risk Manager

SUMMARY/PURPOSE

To manage the City's risk and liability, subrogation, property, workers' compensation, and safety and health programs. The Risk Manager identifies and quantifies areas of risk; develops and implements programs and training to reduce or eliminate risks to the City; investigates and assists with workers' compensation cases, manages the City Safety Team, investigates and resolves claims involving the City, and serves as a liaison to the City's insurance providers. The Risk Manager assists the Deputy City Attorney in the ensuring compliance with federal and state laws related to risk, workers' compensation, and health and safety.

DISTINGUISHING FEATURES OF THE CLASS

The principal function of an employee in this class is to identify and implement policies and procedures designed to reduce the exposure of City operations to risk. The work is performed under the direct supervision of the Deputy City Attorney but extensive leeway is granted for the exercise of independent judgment and initiative. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other City employees, business and community organizations, and the public.

SUPERVISION RECEIVED

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations, which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

SUPERVISION GIVEN

Does have supervisory responsibility, typically for employees with little discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Supervise, direct, and coordinate the City's Risk Management with City Department and Division heads regarding risk management and loss control needs, including the design, development, evaluation, and implementation of various risk management strategies, plans, and programs, and active participation on the City's accident review and safety team.
2. Identify and analyze loss exposures and develop and implement programs to minimize liability and asset losses, prepare for those losses/claims as they occur, investigate losses/claims, and pursue collection of losses caused by third parties, including making claims against insurance companies, filing restitution claim forms in pending criminal cases, appearing in Conciliation Court, or other appropriate action.
3. Plan, develop, coordinate, and evaluate the operational processes and functions of the City's Risk Management program, and direct the purchase of insurance policies (City property and equipment).
4. Working with the civil litigation attorney, assist with determining settlement value of claims, negotiate, and settle property and bodily injury claims.
5. Design and maintain relational databases for collecting and analyzing claims activity information for use in projecting frequency and severity of losses and maintain detailed records consistent with the Official Records Act and the Minnesota Government Data Practices Act.
6. Supervise the review of certificates of insurance, bonds, and contracts to ensure compliance with City and state insurance requirements related to contracts.
7. Manage employee performance, and provide training, coaching, and mentoring for employees.
8. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
9. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
10. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
11. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.

12. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
13. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
14. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Bachelor's Degree in Risk Management, Public Administration, or a related professional field, and four (4) years of related professional experience; OR a minimum of eight (8) years of related education and/or full-time, verifiable professional experience as an insurance claims investigator and adjuster, government investigator, or legal assistant, experience to include risk management and claims settlement in property and bodily injury.
 - B. Two (2) years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.
2. License Requirements
 - A. Possess a license or certification related to claims adjustment as mandated by state or federal government or requested by management.
 - B. Possess and maintain a valid Minnesota Class D driver's license or privilege.
3. Knowledge Requirements
 - A. Comprehensive knowledge of current risk management practices, concepts, and procedures.
 - B. Thorough knowledge of the purpose and function of all City departments, divisions, and offices, and City infrastructure systems.
 - C. Thorough knowledge of safety regulations and practices involved in municipal operations and safety laws regarding public sector employment.
 - D. Knowledge of the methods and procedures necessary in investigating civil claims against the City.
 - E. Knowledge of legal liability of the City in bodily injury, motor vehicle accident, and property damage cases.
 - F. Knowledge of all equipment used in City operations.
 - G. Knowledge of insurance industry practices, including policy language, statutorily required coverages, policy interpretation, underwriting, subrogation, etc.
 - H. Knowledge of workers' compensation insurance.
 - I. Knowledge of problem solving and conflict resolution techniques.
 - J. Knowledge of applicable safety requirements.
 - K. Knowledge of, or the ability to learn, City policies and procedures.
 - L. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
 - M. Knowledge of effective leadership and personnel practices.
 - N. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
 - O. Knowledge of budgetary, and management principles, practices, and procedures.
 - P. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
4. Skill Requirements
 - A. Skill in investigating property claims or employee grievances.
 - B. Skill in effectively communicating with individuals and groups.
 - C. Skill in conducting interviews.
 - D. Skill in writing clear, concise, and accurate reports.

- E. Skill in safe driving practices.
 - F. Skill in contract and legal document review.
 - G. Skill in negotiating claim settlements.
 - H. Skill in reading and understanding insurance policy language and coverages.
 - I. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - J. Skill in managing one's own time and the time of others.
 - K. Skill in completing assignments accurately and with attention to detail.
 - L. Skill in mediation and dispute resolution.
 - M. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
 - N. Skill in motivating, developing, and leading people.
5. Ability Requirements
- A. Ability to identify risk and unsafe behaviors and develop practical policies and procedures to minimize such risks.
 - B. Ability to understand legal statutes, regulations, and civil procedures relating to safety, workers' compensation, and civil liability.
 - C. Ability to gather, assemble, analyze, and evaluate facts and evidence to draw sound conclusions.
 - D. Ability to exercise discretion and good judgment while under pressure.
 - E. Ability to maintain detailed records and write accurate reports.
 - F. Ability to effectively negotiate a conflict to resolution.
 - G. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - H. Ability to communicate and interact effectively with members of the public.
 - I. Ability to communicate effectively both orally and in writing.
 - J. Ability to recognize, analyze, and problem-solve a variety of situations.
 - K. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
 - L. Ability to handle difficult and stressful situations with professional composure.
 - M. Ability to establish goals and objectives.
 - N. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
 - O. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
 - P. Ability to manage a budget and work within the constraints of that budget.
 - Q. Ability to enforce safety rules and regulations.
 - R. Ability to maintain confidential information.
 - S. Ability to demonstrate dependability, responsibility, and consistency in job performance.
 - T. Ability to exercise sound judgment in making critical decisions.
 - U. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
 - V. Exhibits leadership qualities of dependability and accountability.
 - W. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, meeting and training rooms, libraries, and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated, and ventilated.

HR: HD	Union: Supervisory	EEOC:	CSB: 12/15/2021	Class No:
WC:	Pay: 1100-1115	EEOF:	CC:	Resolution:
FLSA Exemption Type: Administrative				