



Risk Manager

General Information

Classification Code:	MGRAPR
Effective Date:	January 31, 2020
Pay Grade:	C45
FLSA Status:	Exempt

Position Summary

Plans, manages, directs, develops, and administers the Risk Management, Loss Control, Safety, and Benefit programs and related activities for the city including identifying, evaluating, and preventing potential exposure to financial loss. Establishes policies and procedures and coordinates interdepartmental training and development, communication, services, and activities with other divisions and departments. Provides highly complex staff assistance to the city's leadership team. Responsible for the development and management of budgets, funds, and claims and supervises Risk Management staff.

Classification Characteristics

This is the advanced journey level position in the Associate Program Manager Classification. Associate Program Managers make process decisions and decide how to best achieve the objectives, standards or guidelines established by higher level management. The Associate Program Manager is a professional level classification responsible for managing a technical or administrative program area, including the development of medium and long term development, public improvement or strategic plans consistent with the goals and priorities established at higher levels.

Associate Program Managers are differentiated from Manager/Program Managers in that the higher level classification assists with the management of multiple divisions, sections, and/or major programs, or managing the administrative operations of a single division.

Essential Duties

The duties listed below are a typical sample; position assignments may vary.

1	Plans, manages, directs, and administers the city's indemnification and insurance and benefit programs including evaluating, planning, and managing insurance purchases.
2	Identifies, researches, and assesses self-insurance, avoidance, and elimination strategies for cost effectiveness.
3	Identifies, researches, and analyzes liability exposure and risk, and makes recommendations to prevent, reduce, manage, transfer or avoid risk.
4	Manages insurance and indemnification requirements for contracts citywide; coordinates with contracts and purchasing, City Attorney, city departments, divisions, and insurance agents.
5	Selects and manages contracts with insurance agents.
6	Oversees insurance claim processing for liability, property, auto, cyber, pollution, workers' compensation claims and related litigation; manages, directs, and resolves self-insured or uninsured claims.

Essential Duties	
7	Manages the early return to work program for workers compensation claims; Identifies and implements worksite modifications, facilitates return to work, and manages recovery of funds.
8	Manages, directs, and implements the city's loss control activities to minimize/reduce or eliminate the occurrence and severity of losses and liability exposure to the city.
9	Develops policies, training, and implementation of programs and activities to manage or direct the citywide Safety Program including driver safety, ergonomics, blood-borne pathogen, hearing conservation, OSHA requirements, air quality, and safety committees.
10	Develops, revises, and maintains risk management reports, documents, procedures, and forms; develops and recommends related policies, regulations, and procedures according to best practices and legal requirements.
11	Develops, administers and monitors risk management and insurance fund budgets and internal charges; establishes risk rate projections; analyzes and establishes insurance fund reserves.
12	Provides updates to and addresses concerns of leadership and City Council.
13	Performs other duties as assigned.

Functional Specific Responsibilities	
N/A	

Qualifications	
Minimum Qualifications:	
<ul style="list-style-type: none"> Bachelor's Degree in a related field and 3-5 years progressively responsible experience in a field related to area of assignment; OR, Associate's Degree in a related field and 5 or more years of progressively responsible experience in a field related to area of assignment. 	
Licensing/Certifications:	
<ul style="list-style-type: none"> Valid Oregon Driver's license at time of appointment, depending on area of assignment. Associate in Risk Management (ARM) certification preferred. 	
Technology Skills:	
<ul style="list-style-type: none"> Data base user interface and query software - Microsoft Access, LaserFiche, PeopleSoft, Risk Management Information System (RMIS) Electronic mail software - Microsoft Outlook Internet browser software - Web browser software Office suite software - Microsoft Office Presentation software - Microsoft PowerPoint Spreadsheet software - Microsoft Excel Word processing software - Microsoft Word Audiovisual equipment - Camera, audio recorder Safety Assessment Tools - Noise dosimeter, force gauge 	
Knowledge Required:	
<ul style="list-style-type: none"> Risk Management - Knowledge of principles and practices of comprehensive risk, emergency management and employee benefits programs. This includes liability, property, workers compensation, and employee benefits and insurance market coverages. Administration and Management - Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and 	

Qualifications

coordination of people and resources.

- **Law and Government** - Knowledge of Federal, State, and local laws, codes and regulations risk, emergency management and benefit administration
- **Economics and Accounting** - Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.
- **Public Safety and Security** - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- **Customer and Personal Service** - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Skills:

- **Critical Thinking** - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Active Listening** - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Systems Analysis** - Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- **Writing** - Communicating effectively in writing as appropriate for the needs of the audience. The ability to communicate information and ideas in writing so others will understand.
- **Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Complex Problem Solving** - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Active Learning** - Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Persuasion** - Persuading others to change their minds or behavior.
- **Service Orientation** - Actively looking for ways to help people.
- **Time Management** - Managing one's own time and the time of others.

Abilities:

- **Facilitation** – The ability to facilitate problem solving among Executive Team and employee groups recommending policy and procedural changes.
- **Problem Sensitivity** - The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- **Deductive Reasoning** - The ability to apply general rules to specific problems to produce answers that make sense.
- **Inductive Reasoning** - The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Oral Expression** - The ability to communicate information and ideas in speaking so others will understand.
- **Oral Comprehension** - The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Fluency of Ideas** - The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- **Originality** - The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- **Written Comprehension** -The ability to read and understand information and ideas presented in writing.
- **Mathematics** - The ability to add, subtract, multiply, or divide quickly and correctly. Using mathematics to solve problems and the ability to choose the right mathematical methods or formulas to solve a problem.

