

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Risk Manager

Department: Administration

Pay Grade: 514

FLSA Status: Exempt

Job Code: A510

JOB SUMMARY

The purpose of this classification is to implement effective risk management to safeguard the City by minimizing risk of financial loss, devaluation of assets, and loss/impairment of public image.

ESSENTIAL JOB FUNCTIONS

- Establishes strategic plans, goals and objectives for the City's risk management function; directs the identification and measurement of risks to real, personal and human resource assets; develops and directs the implementation of loss prevention, loss reduction, and related financing, budgets expenses for claims/litigation, establishes financial reserves for claims, reports fiscal effectiveness of risk management actions.
- Ensures City compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures; ensures adherence to established safety procedures; monitors work environment and use of safety equipment to ensure safety of employees, students, and other individuals; initiates any actions necessary to correct deviations or violations.
- Directs and administers risk management programs for analysis, processing, and resolution of various types of claims, complaints, or lawsuits; implements effective risk management to minimize risks of financial loss, devaluation of assets, and loss of public image by utilizing a combination of risk avoidance, risk reduction, insured risk-transfer, self-funded programs, existing benefits plans, cost-effective claims management, litigation, and third-party liability subrogation.
- Develops and implements long and short term plans, goals, and objectives for the department; anticipates legislative and insurance requirements for purpose of acquiring adequate insurance coverages.
- Prepares and monitors the risk management fund budget.

- Develops, updates, and implements policies and procedures for managing risk.
- Directs and administers risk management and claims management; reviews and takes action on all claims, complaints, or lawsuits pertaining to workers' compensation for employees, automobile liability, general/public liability, tort and non-tort liability, contractual liability, property lease liability, E&O insurance, third-party subrogation, property insurance, personal property loss reimbursement, surety bonds, compliance with Americans with Disabilities Act (ADA), Section 504 compliance, and insured/self-funded employee benefit special issues.
- Interacts with employees and the general public to resolve complaints, minimize claims, and protect public image; directs/ conducts negotiations with employees, the public, or other parties for resolution of risks/claims.
- Directs vehicular accident investigation activities; reviews accident reports, police reports, and related documentation; makes photographic records of vehicles and accident sites.
- Recommends actions for reducing frequency and severity of injuries, losses, and workplace hazards; assists administrative staff in eliminating and reducing potential/existing risks of loss; assists Human Resources Department with resolution of employment practices liability risks; provides risk analysis of new programs/procedures and various other issues; provides risk-transfer language to Purchasing Department for use in Request For Proposal (RFP) documents and bid documents.
- Conducts in-service training as required or requested for a variety of safety-related topics, including defensive driving, ergonomics, safe workplace, back safety, workplace violence and personal protective equipment.
- Oversees maintenance of case files and computer database records pertaining to all claims, complaints, and lawsuits filed against the City.
- Compiles and/or monitors various administrative and/or statistical data; performs research and makes applicable calculations; determines data such as degree of risk, probability of occurrence, or cost of risk; analyzes data and identifies trends; prepares/generates reports; maintains records of inspections of City property, equipment, and vehicles.
- Receives, prepares or completes various forms, reports, or correspondence, including but not limited to, vehicle accident reports, police reports, court documents, medical reports, financial risk reports, indemnification/hold harmless releases, legal releases, insurance schedules, budget forecasts, probability studies, statistical reports, presentations, or other documents.
- Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, database, risk management, claims management, presentation, e-mail, or other programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner; coordinates service/repair activities as needed.
- Operates a variety of equipment and tools associated with department activities, which may include a motor vehicle, digital camera, mobile radio, cell telephone, financial calculator, and general office equipment.
- Monitors inventory of department supplies; ensures availability of adequate materials to conduct work activities; initiates orders for new/replacement items.
- Communicates with employees, other departments, claimants, medical providers, attorneys, court officials, insurance companies, law enforcement personnel, regulatory agencies, outside agencies, the public, the media, and other individuals as needed to

coordinate work activities, review status of work, exchange information, resolve problems, or give/receive advice/direction.

- Ensures confidentiality of departmental documentation and issues.
- Attends various meetings, serves on committees, and makes speeches or presentations as needed; represents City interests in state/national professional risk management associations.
- Maintains a comprehensive, current knowledge of applicable laws, regulations, court cases, and pending issues; maintains an awareness of new practices, trends and advances in the profession; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.
- Operates a personal computer and other general office equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.
- Performs general/clerical tasks, which may include answering telephone calls, making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.
- Provides assistance to other employees or departments as needed.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:

Requires a Bachelor's degree in Risk Management or closely related field; six (6) years of experience in risk management, insurance administration, or a related field, or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Licenses or Certifications:

- Possess and maintain CRM (Certified Risk Manager), CPCU (Chartered Property Casualty Underwriter), ARM (Associate in Risk Management), CRMP (Certified Risk Management Professional), PRM (Professional Risk Manager).
- Possess and maintain a valid Georgia driver's license with a satisfactory motor vehicle record (MVR).

Special Requirements:

- None

Knowledge, Skills and Abilities:

- Knowledge of City, county, state and federal codes, ordinances and regulations pertaining to risk management.
- Ability to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position.
- Ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

- Ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.
- Ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.
- Ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, profit and loss, ratio and proportion; may include ability to calculate surface areas, volumes, weights, and measures.
- Ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.
- Ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

PHYSICAL DEMANDS

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed without exposure to adverse environmental conditions.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.