

CITY OF KENT
POSITION DESCRIPTION

Position Inventory Number: _____

Classification Specification: RISK MANAGER

Salary Range: NR 47 - Management Benefit Level B

Position Description: Risk Manager

Incumbent: _____

Location: Employee Services - Risk Management



GENERAL PURPOSE:

Under the direction of the Employee Services Director, plan, organize, and manage the day to day operations of a comprehensive Risk Management and loss control program designed to protect the City against all financial physical and human resources exposures and risks, including general liability, worker's compensation, property damages, and other risks.

Work is characterized by a substantial amount of management, administrative, and supervisory functions. Duties and responsibilities include, but are not limited to, developing, scheduling, organizing, directing, evaluating, and monitoring the Risk Management and loss control programs of the City; developing and administering the citywide safety programs involving all departments in safety and accident prevention activities; serving as the City's ADA Coordinator; developing and administering the city wide employee training program; serving as a consultant and technical advisor to management and employees on a variety of Risk Management matters; supervising assigned staff; and assisting the Director in City Personnel Policy planning, development, and implementation. The incumbent is also frequently involved in highly sensitive, political, and emotional interpersonal relations requiring skill in gaining trust and confidence from others.

Work is performed under managerial direction. The supervisor provides the incumbent with assignments in terms of broad practice, precedents, policies, and goals. Work may be reviewed for fulfillment of program objectives and conformance with departmental policy, practice, and/or objective.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Manage the day to day functions of the Risk Management Division of the Employee Services Department. This includes, but is not limited to, planning, organizing and directing a comprehensive self-insured risk management and loss control program designed to protect the City against all financial, physical, and human resources exposures and risks, including general liability, worker's compensation, property damages, and other risks.

Develop, implement, administer, and review citywide risk and safety policies and procedures.

Collect, analyze, interpret, evaluate, and report risk and accident data as necessary and recommend appropriate countermeasures; review proposed facilities, programs, and other activities under consideration by the City for accident prevention and risk management implications; inspect and test facilities, equipment, and work in order to identify practices that may potentially be causing property damage and/or personal injury to employees and/or citizens; prepare recommendations for eliminating or minimizing hazards and losses; observe field operations and evaluate for compliance with accepted healthful work standards; perform internal audits in conjunction with the Risk Management staff to reduce injuries, property damage, and general liability claims; review and analyze loss history runs from Liability and Worker Compensation third party administrators and other insurance coverage loss exhibits; review, coordinate, research, and provide information and material to assist third party claims administrators as needed.

Evaluate costs and benefits of alternate insurance programs, including self-insurance; administer and negotiate insurance renewal contracts for general liability, excess worker's compensation, property, contents, auto physical damage, and fidelity bonds; evaluate retention levels and coverages for self-insurance general liability, unemployment, property, and worker's compensation; develop and coordinate systems and procedures for the review of all contracts to minimize risk exposure; review all reports and recommendations from third party administrators for appropriate changes in procedures, operations, or coverages; and monitor costs, benefits, and risk education or assumption to the City.

Serve as a technical advisor to the Chief Administrative Officer, Department Directors, and City Council on matters of policy and practice relating to property, casualty, liability, and worker's compensation insurance coverage, coordination and payment of claims, accident prevention and safety programs, and impacts of compliance with regulations or insurance issues as necessary.

Develop and administer the citywide safety program involving all departments in safety and accident prevention activities; administer monthly Safety Committee meetings; inspect accident scenes, investigate claims, and make recommendations as necessary; perform safety inspections and meet with other departments in regard to safety; respond to Public Safety or Safety Committee complaints as necessary, including WAC or RCW regulation research.

Direct the communication of risk and safety programs with departments, outside agencies, and the public; advise all departments on an integrated loss control program for the purpose of identifying, evaluating, and reducing risks and liability from all sources; provide staff guidance and technical support to other departments in regard to risk management, insurance liability, safety, industrial hygiene, and occupational health hazards; secure and furnish evidence of insurance to various vendors and consultants, as necessary.

Serve as the City's Americans With Disabilities Act (ADA) Coordinator; perform related duties such as ADA physical accessibility surveys, etc.

Design, develop, and administer a safety training and communication program to comply with Occupational Safety and Health Act (OSHA) and Washington Industrial Safety and Health Act (WISHA) including, but not limited to, hazardous material handling, first aid, bloodborne pathogens, equipment training, protective gear and clothing, lockout/tagout, confined space entry, "Right to Know" law, and other new regulations as they become effective.

Develop and direct the administration of a citywide employee training and development program utilizing current training and development philosophies and human resources concepts to meet City training needs and maximize potential human resources.

Supervise assigned staff in accordance with policies, procedures, and applicable laws. Responsibilities include, but are not limited to, interviewing, hiring, training, assigning, and evaluating work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems; recommending promotion and disciplinary actions; approving/scheduling sick leave and vacation time; and recommending terminations as appropriate.

Maintain thorough knowledge of federal and state occupational health and safety regulations, training and development trends, literature, and professional associations.

Maintain, update, and distribute risk management and safety records, OSHA and WISHA logs, and related information as required.

Consult with the Employee Services Director and Finance Department on short and long-range planning of the division's budget; staff projections; and goals, policies, procedures, and practices.

Become familiar with, follow, and actively support the vision, mission, values, and behavior statements of the department and the City.

PERIPHERAL DUTIES AND RESPONSIBILITIES:

May act as the Employee Services Director in the Director's absence as assigned.

Attend Human Resources related meetings as required.

Perform related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

KNOWLEDGE OF:

- Municipal government policies, procedures, practices, objectives, and structure; and applicable local, state, and federal laws, codes, regulations, and ordinances
- Principles, practices, techniques, and laws required to develop, implement, administer, and

evaluate risk management, asset protection, general liability, workers' compensation, safety and training programs

- Principles and practices of worker accident prevention and safety program administration including applicable and vocational rehabilitation of injured workers
- Financial and legal requirements for developing, implementing, and administering self-insurance plans
- Insurance industry policies and procedures regarding claims and reserves, insuring agreements, underwriting and brokerage methods
- Injury and damage claim investigation and adjustment techniques for municipalities
- Principles and practices of governmental budgeting, accounting, and purchasing procedures including preparation, management, monitoring, transfers, and reporting
- Modern management and supervisory theories, principles, and practices
- Current trends, principles, and practices of Risk Management
- Interpersonal skills using tact, patience, and courtesy

SKILLED IN:

- Effective organization and expression of ideas through use of oral and written communications
- Effective use of interpersonal skills in a tactful, patient, and courteous manner
- Planning, developing, implementing, maintaining, evaluating, and modifying a comprehensive and integrated risk management, loss control, property and general liability, and worker's compensation program
- Research and investigation methods and procedures
- Managing staff including hiring, training, directing, evaluating, rewarding, and disciplining employees

ABILITIES TO:

- Effectively direct and evaluate the work of others involved in the implementation of programs
- Manage, supervise, and motivate assigned employees
- Administer a variety of risk management, loss control, and insurance programs
- Analyze Risk/Safety issues; recommend and implement appropriate action
- Devise and utilize risk management information systems to computerize overall process
- Evaluate program policy and practices; define problem areas; develop and direct policy and practices to improve operations
- Establish and maintain effective working relationships with elected officials, employees, supervisors, department heads, and the public
- Resolve conflicts, foster compromise, and gain cooperation from individuals with claims against the City
- Perform numerous projects simultaneously and accomplish tasks with numerous interruptions
- Develop and implement mission, strategic goals, and objectives for the assigned division
- Read and interpret complex documents such as safety rules, operating and maintenance instructions, procedure manuals, general business periodicals, professional journals, technical journals, financial reports, legal documents, and governmental regulations in order

to apply them with sound judgment

- Compose, edit, and proofread reports, correspondence, and procedure manuals
- Speak and effectively present complex and technical information to management, employee groups, public groups, and/or City Council in a clear, comprehensive, persuasive, and professional manner
- Add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; compute rate, ratio, and percent; and draw and interpret bar graphs
- Define problems, collect data, establish facts, and draw valid conclusions; apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; and deal with a variety of concrete variables in situations where only limited standardization exists

EDUCATION AND EXPERIENCE REQUIRED:

Education: Bachelor's degree in Public or Business Administration or related field supplemented by course work in Risk Management or successful completion of insurance institute courses in Risk Management; and

Experience: Four (4) years of progressively responsible experience in managing a comprehensive risk management or insurance underwriting, general liability insurance, workers' compensation or benefit program, including a minimum of two (2) years of supervisory or lead experience.

Or: In place of the above requirements, the incumbent may possess any combination of relevant education and experience which would demonstrate the individual's knowledge, skill, and ability to perform the essential duties and responsibilities listed above.

LICENSES AND OTHER REQUIREMENTS:

- Washington State Driver's License, or the ability to obtain within thirty (30) days of employment
- Industrial first aid card and valid CPR card, or the ability to obtain within six (6) months of employment
- Associate in Risk Management (ARM), Certified Risk Manager (CRM), or Chartered Property Casualty Underwriter (CPCU) is highly desirable

MACHINES, TOOLS, AND EQUIPMENT USED:

Typical business office machinery and equipment including, but not limited to, personal computer, telephone, fax and copy machine, calculator, and projector.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee

