



## Risk Manager

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### Summary

Administers, manages, and directs the City's risk management and safety division, including loss control and prevention, public liability, occupational health and safety, and Workers' Compensation. This position is responsible for coordinating the activities supporting these services with other City departments, divisions, and outside agencies. Proactively analyzes, develops and recommends new and improved risk management procedures and programs that cost-effectively minimize the City's exposure to liability and loss, and protect people and City financial and physical assets. Performs related duties as assigned.

### Class Characteristics

General direction is provided by the Director of Human Resources; responsibilities include the direct and indirect supervision of lower level professional, technical, and support services personnel. The incumbent exercises considerable independent judgment, leads major projects and programs, and conducts assignments having Citywide impact. The Risk Manager may act for the department head in his/her absence.

Risk Manager is distinguished from the Risk and Safety Officer by its management responsibilities for division operations, staff and activities.

### Essential Duties, Skills, and Demands of the Position

*The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.*

#### Duties:

Manage the City's overall risk management and safety division and other assigned programs, including occupational health and safety, Workers' Compensation, insurance coverage, risk transfer, subrogation, insurance specifications and purchases, loss control, claims management, and litigation management.; manage and participate in the development and implementation of goals, objectives, policies, and priorities for the risk management division.

Understand and interpret City, state, and federal regulations and statues relative to risk management and other assigned programs.

Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; proactively implement improvements.

Manage and participate in the development and administration of the risk management division annual budget; management and forecast of internal service funds to ensure adequate and appropriate funding; direct, monitor, and implement adjustments as necessary.

Maintain records; analyze statistics and trends; prepare reports, correspondence, studies, and proposals; give presentations, including recommendations, to other City departments, divisions,

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elected officials, and outside agencies.

Identify training needs and develop and implement effective training programs conforming to CAL/OSHA, ADA, FEHA, other applicable rules and regulations, and goals of the City for employees, management, departments, outside agencies and the public on safety and risk-related matters.

Develop and enter into contracts and leases for City departments; develop and review language regarding insurance, indemnification, hold harmless provisions, requirements for endorsements, and subrogation; review certificates of insurance and endorsements for adequacy.

Work with and support the City Attorney's Office on all aspects of City litigation; attend and recommend settlements; maintain excess insurance program; represent the City in small claims court; prepare and coordinate staff for required court appearances.

Investigate and adjust liability claims brought against the City; negotiate with claimants and attorneys.

Maintain current information regarding valuations for buildings, contents, and property, claims experience, City activities and other pertinent data in order to ensure maintenance of appropriate insurance levels and/or reserves.

Establish, monitor, and adjust rates as necessary.

Survey facilities, operations, and programs to identify hazards and potential liabilities; recommend corrective actions to affected departments; conduct industrial-injury investigations, determine causation and initiate corrective action.

Select, train, motivate, and evaluate Risk Management personnel; provide or coordinate staff training; provide performance improvement counseling and/or recommend corrective action.

May represent the City at various boards, commissions, and other bodies as assigned; serve as a liaison with contract service providers, insurance brokers, and external agencies such as the County, excess pool, etc.

Respond to and resolve difficult and/or sensitive citizen, claimant, and employee inquiries and complaints.

Perform related duties as assigned.

### Skills/Abilities:

Develop, implement, and administer goals, objectives, and procedures; make sound decisions in order to provide an effective and efficient risk management and safety program.

Identify problems, collect and analyze data, develop effective solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Analyze, interpret, and apply federal, state, and local policies, procedures, laws, regulations, and statutes relative to risk management, self-insurance, workers compensation, and occupational health and safety.

Read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.

Effectively negotiate with various outside agencies and professionals.

Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

Respond to inquiries or complaints from customers, regulatory agencies, or members of the business community; resolve conflicts in a tactful and professional manner.

Effectively present information to management, public groups, and/or City Council or committees.

Establish appropriate priorities and meet deadlines.

Establish and maintain program control and status reporting systems.

Travel to various locations within and outside the city limits; and work flexible hours to provide training or investigation as needed.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work.

**Physical Demands and Work Environment:**

While performing the duties of this job, the employee will be frequently required to sit and talk and hear. The employee will be required to stand, walk, and use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to sit, enter data into a terminal, personal computer or keyboard device; operate office equipment requiring repetitive arm/hand movement. The employee will occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

**Qualifications**

**Knowledge of:**

Principles, practices, and methods of public agency Risk Management, asset protection, loss control, insurance, liability, property claims adjusting and settlement methods, subrogation recovery, Workers' Compensation, occupational health and safety, compliance, and related areas.

Organizational and management principles as applied to analysis and evaluation of programs, policies, and operational needs.

Methods of liability claims investigation, adjustment, and administration.

Pertinent federal, state, and local laws, codes, and regulations, including California law in the areas of tort, public entity, contract, other relevant areas and basic litigation processes.

Statistical analysis methods and concepts as they pertain to assigned areas.

Principles and techniques of effective report writing.

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Principles and practices of budget preparation and cost allocation.

Project management methods and techniques.

Statutory requirements of public records retention as it pertains to area of assignment.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

### Education and Experience

*Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:*

#### Education:

A Bachelor's degree from an accredited college or university with major course work in public administration, insurance administration, or a related field.

A Master's degree is highly desirable.

#### Experience:

Five years of progressively responsible experience, preferably in the public sector, and experience in risk management, loss control, general liability, and occupational health and safety.

#### Certifications/Licenses:

Individuals must be physically capable of operating a motor vehicle safely and possess a valid, Class C California driver's license, OR be able to demonstrate the ability to travel on scheduled or unscheduled visits to various locations in the City which may or may not be reachable by public transportation.

Professional certification such as Associate of Risk Management (ARM) and/or Certified Professional in Disability Management (CPDM) designation is desirable.

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