

City of San Rafael Job Class Specification

Job Title: Risk Manager

SUMMARY

Administers, manages, and directs the City's risk management and safety program, including loss control and prevention, public liability, occupational health and safety, and workers' compensation. Responsible for leading and 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.

DISTINGUISHING CHARACTERISTICS

The Risk Manager position is responsible for managing the city's risk management portfolio with considerable independent action and judgement to ensure that best practices, procedures, and policies are implemented. The Risk Manager will interface closely with the City Attorney and Assistant City Attorney on litigation resulting from liability claims. The Risk Manager will be a working partner for the Human Resources Director as the Risk Manager is charged with managing workers' compensation and workplace safety. Specifically, the Risk Manager will report formally to the Assistant City Manager, and, in addition, the Human Resources Director will provide matrixed functional oversight over workers' compensation and workplace safety. The Risk Manager may act for the Human Resources Director in their absence.

SUPERVISION RECEIVED AND EXERCISED

General direction is provided by the Assistant City Manager. The Risk Manager may provide direct or indirect supervision of lower-level professional, technical, and support services personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. This list is intended to be illustrative and does not represent an exhaustive list of duties and responsibilities. Incumbents may not perform all duties and responsibilities listed. Other duties may be assigned.

- Plan, organize, and manage the City's overall risk management and safety unit 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.
- Direct, oversee and participate in the development of the Risk Management work plan; undertake and assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures.
- Understand and interpret City, state, and federal regulations and statutes relative to risk management and other assigned programs.
- Workers' Compensation & Workplace Safety
 - Receive claims for employee's workplace related injury and illness and work with

the City's Workers' Compensation Third Party Administrator to manage claims.

- Coordinate with Human Resources Department on claims processing and general administration.
 - Develop, update, and maintain City policies and procedures pertaining to injury and illness prevention, integration of leave types and employee benefits, modified/light duty, medical separations, and related matters.
 - 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.
 - Maintain records of employee training on safety and risk-related matters.
 - Coordinate with Human Resources on the City's health and retirement benefits programs including disability retirements and industrial disability retirements.
 - Investigate employee injuries. Collect and analyze information on injuries, accidents and near accidents; recommend injury prevention programs and assist in implementation.
 - Develop procedures and methods to ensure City-wide conformance to California OSHA standards including record keeping, injury reporting and hazard identification correction.
 - Supervise the preparation, proper filing and completion of worker's compensation claims; monitors and advises departments regarding temporary transitional work assignments/return to work policies and procedures.
 - Monitor and manage FMLA, COBRA, and DOT testing compliance.
 - Facilitate the workplace safety committee comprised of City employees to develop recommendations to reduce employee injuries and address other health and safety related matters.
- Risk Transfer / Contracts
 - Review contracts and leases regarding risk transfer including insurance, indemnification, hold harmless provisions, requirements for endorsements, and subrogation.
 - Work with the City Attorney's Office on any exemptions or complex risk transfer situations in contracts or agreements.
 - Review certificates of insurance and endorsements for adequacy. Ensure the tracking and monitoring of certificates of insurance for currency.
 - Provide assistance to support the development and administration of City contracts and agreements.
 - Provide training to departments, develop templates and procedures, and act as an information resource to departments on procurement and contracting issues.
- Liability / Litigation
 - Provide oversight of liability claims through initiation to closure; review tort claims for legal sufficiency and sends to the Third Party Administrator; work with the Third Party Administrator during investigation of allegations; coordinates communications with claimant through the Third Party Administrator; interface with departments to collect information relevant to claim and provides that information to the Third Party Administrator; make recommendations for settlement, denial, or compromise of

claims; settle or deny claims within their delegated authority; monitor denied claims to determine if lawsuit is brought; monitor expenditures and reserve levels of litigated claims; report claim status to excess carrier; and maintain liability claims register.

- Work with and support the City Attorney's Office on all aspects of City litigation; provides updates to the City Manager and City Attorney; participates in and prepares for City Council closed session meetings; make recommendations to the City Manager and City Attorney regarding litigation and settlement of claims; attend and recommend settlements; maintain excess insurance program; represent the City in small claims court; prepare and coordinate staff for required court appearances with expertise from the City Attorney's Office.
- Coverage / Insurance
 - Maintain current information regarding valuations for buildings, assets, contents, and property, claims experience, City activities and other pertinent data.
 - Work with the Finance Department to ensure maintenance of appropriate insurance levels and/or reserves.
 - Oversee the renewal of the City's insurance coverage.
 - Establish, monitor, and adjust rates as necessary.
- Risk Analysis & Investigations
 - 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.
 - Draft and present risk reports and proposals to executive leadership and senior staff.
- General Risk Management
 - Conduct risk assessments, collecting and analyzing documentation, statistics, reports, and trends.
 - Establish policies and procedures to identify and address risks in the organization's services and departments.
 - Review and assess risk management policies and protocols; makes recommendations and implements modifications and improvements.
 - Recommend and implement risk management solutions such as insurance, safety and security policies, business continuity plans, or recovery measures.
- 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.
- Participate in the development and implementation of goals, objectives, policies, and priorities.
- Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; proactively implement improvements.
- Supervise assigned professional, technical and clerical staff.
- Participate in the development of the division's budget.
- Respond to and resolve difficult and/or sensitive citizen, claimant, and employee inquiries and complaints.

- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

- Principles, practices, and methods of public agency Risk Management, asset protection, loss control, insurance, contracts, 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 public entity tort, 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.
- 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.
- Methods and techniques of conducting employee investigations.
- Principles of supervision, training, and performance evaluation.

ABILITY TO:

- Develop, implement, administer and 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.

- Gain cooperation through discussion and persuasion.
- 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.
- Prepare and administer a budget.
- 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.

EDUCATION AND/OR 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.

License or Certificate – Possession of a valid California driver's license and a satisfactory driving record. Professional certification such as Associate of Risk Management (ARM) and/or Certified Professional in Disability Management (CPDM) designation is desirable.

SPECIAL REQUIREMENTS:

- Possession of a valid California Driver's License

WORK ENVIRONMENT:

- Work in an office environment; sustained posture in a seated position for prolonged periods of time.

FLSA Status: Exempt

By: HR Department

Prepared Date:

Approved By: City Council

Approved Date: Approved