ASHEVILLE, NORTH CAROLINA

Classification Specification

Manager, Risk
Job Code: 1625
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to manage operations and staff involved in developing and administering a comprehensive risk mitigation, safety, and insurance programs to maximize the City's effectiveness to deliver services efficiently and safely.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Manages, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and

provide technical expertise; and provides progress and activity reports to Chief Financial Officer, City Manager, Mayor, and City Council as requested.

Directs and manages technical and legal compliance for the City's risk management program: manages an participates in administering liability claims and adjudication services, workers' compensation claim services, occupational health and safety program management, and loss control and loss prevention services; forecasts, budgets, and administers self-insured property, liability, and workers' compensation fund and insurance premiums; manages and coordinates contracts and service provision with third-party administrators, insurance broker, and actuary; and serves as the City's Americans with Disabilities Title II Coordinator.

Provides technical expertise, guidance and advice to City Council, City Manager's Office, and City departments: assesses and identifies potential risks associated with City initiatives, operations, and activities; develops and recommends City-wide processes and procedures to ensure the City is prepared to deal with and avoid potential risks, and to mitigate impact of risks; establishes proper risk treatment measures; advises City departments regarding risks associated with operations; and provides comprehensive risk management services across the organization.

Administers the City's self-insured workers' compensation and liability claim funds: negotiates, settles, and authorizes payment of workers' compensation claims and liability claims within established thresholds; monitors claims settlements, legal defense, and related expense to ensure compliance with claims fund budget; manages and coordinates claims processing and lawsuits to ensure equitability, efficiency, consistency, and compliance with applicable laws and regulations; processes worker's compensation claims, including accepting or denying claims, authorizing medical care, and settling claims.

Administers the City's insurance program, including property, excess workers' compensation, liability, dam, crime, builder's risk, and other insurance policies; ensures adequate insurance coverage and safeguarding of City employees, property and equipment assets, exposures and finances; renews the City's excess workers' compensation and liability insurance policies, including general liability, auto, law enforcement, employee benefits/practices, public officials, crime, and dam coverages with varying retention limits; obtains builder's risk policies to cover construction exposure for new building construction; establishes budget for insurance premiums; and performs claims experience analysis, loss reserve forecasting, and insurance market research.

Provides technical expertise and guidance to City departments regarding contractual insurance terms and related negotiations: drafts insurance terms for City contracts, bids, requests for proposal (RFP), memoranda of understanding (MOU) and agreements; develops and implements insurance terms for templates and other documents; ensures compliance with legal and insurance regulatory standards and industry best practices to transfer risk when appropriate; drafts waivers and hold harmless agreements; reviews third party certificates of insurance (COI) to ensure compliance with established standards and requirements.

Advises City staff regarding risk exposures for event applications: drafts event application insurance provisions; reviews outdoor special event permit applications; performs risk evaluation; and approves and/or waives applicant evidence of insurance.

Develops and presents training regarding various risk management and safety topics, such as risk management services, workplace violence, worker's compensation, Occupational Health and Safety Administration (OSHA) policy, light duty assignments, evacuation protocols, etc.

Develops and implements Risk Management Division budget: makes recommendations and forecasts regarding expenditures and revenues, including staffing, equipment and supplies, capital improvements, and service provision; monitors expenditures to ensure compliance with approved budget; reviews and approves purchase requisitions; and maintains related financial records and documentation.

Maintains a current, comprehensive knowledge and awareness of applicable laws, regulations, principles, trends,

and practices relating to risk management; monitors local, state, and federal regulatory and legislative developments and changes impacting risk management and safety activities; reads professional literature; maintains professional affiliations; and facilitates and attends meetings, workshops, conferences, and training sessions as required.

Communicates with City officials, supervisor, subordinates, other City employees, third party service providers, insurance brokers, attorneys, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, claim settlements and agreements, property damage reports, proof of loss statements, claims data and reports, contracts, agreements, MOUs, RFPs, COIs, event permits, purchase orders, invoices, travel authorizations, policies, procedures, protocols, training materials, staff reports, budget amendments, resolutions, insurance terms, waivers, business plans, risk assessments, budget and financial documentation, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Master's Degree in Public Administration, Risk Management, or a related field required; supplemented by five years of experience in risk management, safety compliance, insurance purchasing, and/or claims processing in a government setting, to include lead or supervisory experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license. Must possess and maintain the following additional certifications or licensures: Associate in Risk Management (ARM), Associate in Claims (AIC), Chartered Property and Casualty Underwriter (CPCU), and Certified Risk Manager (CRM).

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the 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.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning, and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control

the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the 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, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the 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.

Situational Reasoning: Requires the 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.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, 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 workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.