ASHEVILLE, NORTH CAROLINA

Classification Specification

Assistant Manager, Risk
Job Code: 1615
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to assist in overseeing and supervising risk management activities and staff, to mitigate, reduce and resolve liability claims, and to assist City departments in identifying and addressing loss control opportunities, and risk exposures.

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.

Supervises, 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 Manager, Risk, Chief Financial Officer, or other City management and elected officials, as requested.

Reviews claims asserted against the City by citizens, claimants, attorneys, and employees: determines processing methods, investigation needs, information and documentation requirements, legal defense, liabilities, claim values, settlement potential, etc.; interviews citizens, claimants, City staff, and others to determine specifics of claim; assigns or processes claims; and reviews releases and settlement documentation to ensure protection of interests of City and involved employees.

Assists in managing the day-to-day risk management activities: reviews and approve contracts for insurance requirements and indemnification needs; reviews and approves certificates of insurance for active coverages and required endorsements; answers department inquiries as needed; attends meetings to address risk exposure and potential hazards for projects, events and City operations; and provides risk management assistance to City Council, the City Manager's Office and all City departments and employees related to risk exposure, liability contracts, and certificates of insurance.

Manages liability claims fund and assists with liability budget forecasting: reviews daily wire transfers and transactions from the liability fund; completes Journal entries in accounting system and post transactions to accounting wire transfer spreadsheet; performs journal entries for funds recovered from at fault parties; evaluates and negotiates settlement amounts of claims with larger values and exposure; and assists with forecasting and projections for current and upcoming fiscal year budgets and potential liability claims/exposures.

Processes large and high value claims and exposure, including property damage, bodily injury, and employment claims: completes full investigation; evaluates and applies applicable local, state, and federal laws and statutes regarding defense/denial of claims, indemnification requirements, bill reductions, settlement negotiations, etc.; determines financial reserves needed to address severity of claim; coordinates with City Attorney's office to establish position and to address financial exposure and reputational exposure; secures documentation to support position and settlement negotiations; seeks settlement authority from City Council on claims/accidents with value exceeding established threshold, as needed; advises third party administrator of reserves needed to cover claim value; advises excess carrier regarding claims with potential settlement/verdict values in excess City-insured retention; and completes settlement releases to protect full interests of the City.

Interprets, explains, applies, and ensures compliance with risk management, liability, and loss prevention laws, ordinances, rules, regulations, standards, policies, and procedures: trains staff and others regarding the same; initiates any actions necessary to correct deviations; and makes recommendations for improvements and changes to City policies and procedures to maintain compliance.

Maintains a current, comprehensive knowledge and awareness of applicable laws, regulations, principles, trends, and practices relating to government liability, including immunity, defense, exposure, etc.; monitors regulatory and legislative developments and changes that impact claims processes; reads professional literature; maintains professional affiliations; and attends meetings, workshops, conferences, and training sessions as required.

Communicates with City officials, supervisor, subordinates, other City employees, third party service contractors, the public, attorneys, 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, wire transfers, emails, invoices, police reports, subrogation demands, special event requests, contracts, journal entries, claims logs, release of claims, settlement documents, purchasing card reconciliations, 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:

Bachelor's degree in Risk Management or a related field required; supplemented by five years of experience in processing liability claims, claims adjusting, insurance or related field, 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 a North Carolina Adjuster's License.

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 lead person or crew leader, providing guidance to a work unit, coordinating activities, and reviewing work of the unit.

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.