



**City of Tigard
City Management Department**

**Risk Manager
Class Specification**

DEFINITION

Manages, directs and coordinates the risk management activities for the city including: identifying, evaluating and preventing potential exposure to financial loss; coordinating services and activities with other divisions and departments; providing highly complex staff assistance to the city's leadership team.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Human Resources Director. May exercise technical oversight of professional, technical, and/or clerical staff.

CLASSIFICATION CHARACTERISTICS

This is a senior level position within the Risk Management classification series that manages and administers risk management activities throughout the city. Incumbents analyze and make independent recommendations regarding the solution of complex problems related to the design, development, implementation, and administration of risk management programs. This position is distinguished from the Risk Analyst in that it may be responsible for the supervision of professional, technical or administrative staff and/or it performs the most complex duties and has the highest level of decision making authority assigned to the series. It is further distinguished from the Human Resources Director in that the later has full administrative, budgetary and supervisory responsibility for both the Risk and Human Resources Divisions.

ESSENTIAL JOB FUNCTIONS

- Administers the city's indemnification insurance programs including agent management, insurance certification maintenance, reporting and payment, policy maintenance and renewal, and liability releases.
- Oversees insurance claim processing for auto liability, property, litigation, workers' compensation, and related claims; handles uninsured claims against the city.
- Identifies under/uninsured liability exposure within the city, analyzes the risk, and makes appropriate recommendations.
- Oversees the city's safety program including driver safety and monitoring, ergonomics, blood borne pathogens, hearing testing, OSHA requirements, air quality, and safety committee.
- Develops and revises risk management documents, procedures, and forms; develops and recommends related policies, regulations, and procedures according to best practices and legal requirements.
- Develops and maintains risk management report templates based on departmental needs; prepares reports, reviews and analyzes trends, and makes recommendations as appropriate.
- Develops, administers and monitors risk and insurance fund budgets; establishes risk rate projections; initiates departmental assessments and participates in annual audit.
- Oversees the maintenance of risk management databases.
- Tracks restitution payments and applies payments to appropriate claims; manages restitution collection efforts.
- Oversees special event insurance tracking and ensures the appropriate level of insurance is in place.
- Performs other duties as assigned.

Job and Conduct Requirements:

- Performs quality work within deadlines and without direct supervision.
- Works independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.
- Complies with applicable city, state, local, and federal laws, rules, and regulations; follows and maintains knowledge of all city policies and procedures.
- Observes safe work methods; reports safety, sanitary, and fire hazards immediately to supervisor and follows prescribed policies for safety.
- Participates effectively at regular team meetings using appropriate interpersonal skills and problem-solving skills and conflict resolution strategies.
- Interacts thoughtfully and courteously with staff and community; acts and resolves conflict in a professional manner.

JOB QUALIFICATIONS

Knowledge of:

- Modern principles and practices of risk management in a public agency setting.
- Risk identification, analysis, and treatment.
- Root cause analysis, physical property risk, legal and regulatory risk, crime and cyber risk, fleet risk, this might be where you would put in something about ERISA or other organizational fiduciary risk.
- Estimating risk hazard, transfer through insurance, and self-retention practices.
- Contractual risk transfer, financial risk transfer.
- Project and/or program management, analytical processes, and report preparation techniques; municipal programs including risk management and other related governmental programs.
- Organizational and management practices as applied to the analysis, evaluation, development, and implementation of programs, policies, and procedures.
- Basic principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
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- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone

Skill in:

- Use of personal computers, various related software programs, and standard office equipment to produce documents and files, e-mail, use internet software and computer programs used by the city including word processing and spreadsheet applications.
- Oral and written communication skills to understand written information (including instructions, descriptions, and ideas), and to express such information verbally and in writing so that others will understand and, at times, be convinced or persuaded.
- Conflict resolution skills, including active listening skills and interpersonal skills.

Ability to:

- Analyze problems in detail, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Assist in the development of goals, objectives, policies, procedures, and work standards for the department.
- Coordinate and oversee programmatic administrative, budgeting, and fiscal reporting activities.
- Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative.
- Plan, organize, and carry out assignments from management staff with minimal direction.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Interpret, explain, and ensure compliance with City policies and procedures, complex laws, codes, regulations, and ordinances.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS**Minimum Education/Experience Requirements:**

Any combination of training and experience, which would provide the required knowledge, skills and abilities, to perform the essential functions of the position, may be qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in business or public administration, risk management, or related field; **and**
- Four (4) years' experience in an insurance, industrial safety, loss control, public administration, law, or other related field; **or**
- Any satisfactory equivalent combination of education, training, or experience relevant to the position.

License and Certification Requirements:

- Possession of a valid driver's license and satisfactory driving history.

Preferred Certifications:

- Associate in Risk Management (ARM) certification issued by The Institutes or similar certification.

WORKING CONDITIONS

Work Environment:

The majority of duties for this position will be performed in an office environment with moderate noise levels, controlled temperature conditions, and little exposure to hazardous physical substances. Employees may be exposed to a variety of weather conditions or hazardous worksites on a limited basis. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Physical Demand/Manual Dexterity:

This is primarily a sedentary office classification although standing in and moving between work areas may be required. The position requires the ability to operate a motorized vehicle, vision to read printed materials and computer screen, and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed operate standard office equipment including a computer keyboard. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Management is receptive to requests from employees for accommodations related to disability, will engage in the interactive process with employees who make such requests and, where accommodation is needed and reasonable, is committed to providing accommodation, unless doing so would impose an undue hardship on city operations.

Revision History:

June 2016: Inception