



June 2008

## **RISK MANAGEMENT TECHNICIAN**

### **DEFINITION**

Under general supervision, performs a variety of responsible paraprofessional, technical, and office administrative risk management support functions, including processing workers' compensation and other liability claims, conducting periodic inspections of City facilities, and maintaining related legal records and documentation; provides responsible technical and administrative support to management and professional staff in the Administrative Services Department; assists in completing various studies and reports; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Assistant to the City Manager. Exercises no direct supervision of staff.

### **CLASS CHARACTERISTICS**

This is an experienced paraprofessional and technical class in the Administrative Services Department responsible for performing the full range of technical work in all of the following areas: processing workers' compensation and other liability claims, conducting periodic inspections of City facilities, and maintaining related legal records and documentation, in addition to performing a variety of record keeping, administrative, and technical support activities in the risk management function. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and City activities, and extensive staff, public, and organizational contact. This class is distinguished from other technical and office administrative classes by the nature, scope, complexity, and diversity of responsibilities involved in the risk management function.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Assists in the liability claims management function; conducts preliminary investigations regarding accidents; provides information to claimants, attorneys, and insurance carrier; monitors and maintains claim files; prepares correspondence, reports, and related documentation.
- Assists in the workers' compensation claims management function; processes insurance claims submitted; monitors accepted claims prior to closure; provides information to claimants, attorneys, and workers' compensation carrier; assists employees in resolving issues related to workers compensation, safety and health; prepares reports and other related documentation.
- Periodically reviews claims files to track the need for activity on claims; schedules meetings for the Assistant to the City Manager with appropriate legal and claims representatives to address issues.

- Conducts periodic inspections of City operations and facilities to determine compliance with Federal, State, and local safety regulations, including Occupational Health & Safety reviews and ergonomic evaluations of workstations; reports noncompliance.
- Organizes, advises, and participates in the City-wide Safety Committee; develops and implements training procedures and conducts training for employees regarding safety, health, and emergency response; serves as one of the City's Emergency Operation Center Safety Officers.
- Conducts research regarding updates in Federal and State laws and regulations pertaining to risk management, workers' compensation, safety, health, insurance, and environmental programs; reviews various newspapers, newsletters, and government websites to obtain relevant information; advises the Assistant to the City Manager and appropriate departments of changes in laws and regulations.
- Provides general administrative support for risk management, emergency management, and general administrative functions, including preparing correspondence, memoranda and reports, performing reception functions, processing mail, data entry, scheduling and record keeping.
- Monitors the risk management budget and prepares associated reports as directed.
- Prepares and processes accounts payable statements for the City's accounting function, including the coding of documentation by budget codes.
- Prepares quarterly and annual federal reports, including OSHA and safety related reports.
- Maintains legal records and official documentation.
- Acts as back-up support for the Human Resources Technician as assigned.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic principles and practices of risk management in a public agency setting.
- Policies, procedures, practices, and methods related to workers' compensation and liability claim processing and administration.
- Methods, techniques, and practices of data collection and basic report writing.
- Business letter writing and standard writing practices for correspondence and reports.
- Applicable Federal, State, and local laws, codes, and regulations.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to work, including word processing and spreadsheet software.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

### **Ability to:**

- Interpret, apply, and explain policies, procedures, and practices of risk management.
- Read and interpret medical, legal, and police reports, procedural manuals, laws, and ordinances.
- Review workers' compensation and insurance claim documents for completeness and accuracy.
- Interpret, apply, and explain Federal, State, and local policies, procedures, laws, and regulations.
- Maintain accurate and confidential records.
- Perform detailed administrative support work accurately and in a timely manner.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- 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.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Understand and follow oral and written instructions.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- 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.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to completion of the twelfth (12<sup>th</sup>) grade, supplemented by college-level coursework or specialized training in risk management or a related field and three (3) years of administrative and technical office support experience.

**Licenses and Certifications:**

- Possession of a valid driver's license with satisfactory driving record.
- Must possess the ability of passing a criminal background review for required access to the Police Department.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.