

## **RISK MANAGEMENT SPECIALIST**

### **Definition:**

Under general supervision evaluates and resolves property damage and liability claims; compiles and interprets risk management data; conducts field investigations, records statements and prepares diagrams; reviews and processes claim and vendor payments and performs related work as required.

### **Essential Duties and Responsibilities:**

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

- Investigates, evaluates, negotiates and recommends settlement of property damage and liability claims.

- Assists other Risk Management staff in investigating larger exposure claims.

- Conducts field investigations, takes photographs, records statements and prepares diagrams.

- Inspects reported safety hazards.

- Reviews and processes claim and vendor payments.

- Assigns and records appropriate coding to liability claim files.

- Gathers data for preparation of insurance applications and budget allocations.

- Analyzes accident and damage reports for potential subrogation actions and liability exposure.

- Responds to questions from the public related to risk management matters.

- Represents the City in small claims court actions.

- Reviews contractors' certificate(s) of insurance on behalf of applicable City departments for compliance with City requirements.

- Operates a personal computer and uses applicable software to produce a variety of correspondence and reports.

- Makes oral and written presentations.

Drives a vehicle on City business.

Provides a variety of assistance to other Personnel/Risk Management staff members and to related departmental projects/activities.

Assists in planning and presenting safety training.

Assists in staffing the Personnel/Risk Management public counter.

**Other Duties and Responsibilities:**

Performs other projects/tasks as assigned.

Lifts and moves boxes of files and records weighing 30 pounds or less.

**Class Characteristics:**

Risk Management Specialist is a single incumbent class in the Personnel/Risk Management Department with duties specifically related to the risk management program.

**Contacts and Relationships:**

The Risk Management Specialist has frequent interaction with variety of City department representatives regarding claims, insurance reviews and safety issues. Additional contact occurs with claimants, attorneys, insurance representatives, contractors, lessees and members of the public.

**Qualification Guidelines:**

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

**Knowledge of:**

Functions associated with adjusting, analyzing, investigating and resolving claims.

Basic insurance terminology.

English usage, spelling, grammar and punctuation.

Computer applications as they relate to area assigned.

Negotiation, customer service and telephone techniques.

Basic safety practices and procedures.

Business math.

General office practices and procedures.

Basic methods and practices of statistical and general recordkeeping.

Business letter and report writing.

**AND**

**Ability to:**

Communicate effectively orally and in writing.

Work under minimal supervision and use independent judgment and initiative.

Establish and maintain effective relationships with those contacted in the course of work.

Operate a personal computer and use applicable software.

Maintain computerized and manual files and records.

Meet the public with courtesy and tact.

Assemble data and prepare clear and accurate reports.

Understand and carry out oral and written instructions.

Interpret and explain regulations and rules related to area assigned.

Make accurate mathematical calculations.

**A typical way to obtain the knowledge and abilities is as follows:**

**Education:**

An Associates Degree from an accredited college in public administration, business or a closely related field.

**AND**

**Experience:**

Three years of progressively responsible experience at a level equivalent to Clerical Assistant III or higher to include substantial public or customer contact work and some risk management related or insurance claim handling experience.

**Special Requirements:**

Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position.

Must be able to work a flexible schedule to accommodate City needs.

**Other:**

Bilingual ability is preferred but not required.

**Physical Tasks and Working Conditions Include the Following:**

Work is performed on-site when performing investigations and in an office environment. When on-site the incumbent may be exposed to the elements. Office work requires sitting for periods of time and use of a computer keyboard and screen. The incumbent stands, walks and may reach, bend, twist, crouch and kneel, grasp, push, pull, drag, and lift boxes of files and records weighing 30 pounds or less. When performing investigations an incumbent uses a camera, may walk on slippery/uneven surfaces or slopes, climb stairs and inclines and be exposed to vehicular traffic. The incumbent drives a vehicle on City business and must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

**Fair Labor Standards Act Designation:** Non-exempt.

Revised July 2003

Revised November 1996