General Statement of Duties
Performs full performance level work administering risk management programs, including identifying, analyzing and assessing risks, and recommending risk mitigation and financing options.

Distinguishing Characteristics
This class performs full performance level work administering risk management programs. This class is distinguished from an Administrator I, which performs a variety of specific administrative activities/projects of limited scope in a specialized, functional area which requires a thorough foundation in the principles and practices of the functional area in order to maintain and improve the efficiency and effectiveness of the function and provide supportive, interpretive, and advisory information to higher level administrators, managers, and/or other stakeholders.

Guidelines, Difficulty and Decision-Making Level
Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received & Quality Review
Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communication & Purpose
Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and/or gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised
None

Essential Duties
Provides insurance and risk management analytical guidance and consultation, (including development and delivery of training modules), to assist with planning and business decision-making including prevention or mitigation of losses to the City to ensure that risks are effectively assessed and managed within established guidelines.
Ensures insurance provisions in contracts are in compliance with current insurance requirements. Consults with and advises attorneys, contract administrators and stakeholders on insurance requirements including technical consultation on adequacy or accuracy of certificates of insurance.

Manages self-insurance letter process, invoice validation and payments, auto ID card issuance, certificate of insurance issuance for insured programs, and day to day activities with insurance brokers and insurers. Maintains annual and historical policy registry and files.

Obtains, develops and maintains all risk and exposure information for insurance underwriting purposes and self-insured risk analysis, assessment and management. Effectively analyzes and presents risk and exposure information to facilitate marketing and placement of insurance solutions and communication of risk to multiple audiences.

Drafts initial insurance premium budget projections and decision packages and provides financial analysis support during budgeting, forecasting, ordinance request, and similar processes.

Reviews insurance specifications, proposals, binders, policies, endorsements and other documents or data for accuracy, completeness, and compliance, with all appropriate internal and external policies, guidelines, regulations, and professional standards and principles. Works with others to resolve discrepancies and disputes and provides recommendations for corrections and improvements and follows through to successful conclusion and implementation.

Conducts research and makes recommendations including but not limited to: loss trend analysis; loss stratifications; cost/benefit analysis; policies and procedures; historical or archival record maintenance. Updates and maintains department’s policy and procedures manual, including drafting new chapters/segments as business policy and procedures change.

Facilitates claims reporting and handling to resolution for insured programs. Analyzes and evaluates claims trending data and proactively recommends loss mitigation strategies in consultation with stakeholders.

In conjunction with department’s safety officer, evaluates, communicates and drives insurer loss control recommendations to successful resolution with stakeholders. Evaluates site management systems, practices and conditions relative to insurance and risk compliance requirements enhancing the understanding of exposures and guiding implementation of processes to ensure compliance.

Leads and manages diverse project assignments including business process risk analysis. Serves on cross functional projects or coordination teams.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### Competencies

**Decision Making** - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

**Information Management** - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

**Interpersonal Skills** - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.
Problem Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Technical Competence - Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one’s job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

**Knowledge & Skills**

Knowledge of the principles, methods, and tools used for risk assessment and mitigation, including assessment of failures and their consequences.

Knowledge of statistics sufficient to be able to interpret and analyze information and perform statistical calculations.

**Education Requirement**

Bachelor’s Degree in Risk Management, Business, Public Administration, Finance, or a related field.

**Experience Requirement**

Three (3) years of professional experience in insurance and risk management in an insurance broker, insurance company, or risk management department.

OR

Three (3) years of analytical experience with emphasis or increasing responsibility for statistical and project management work.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid Driver’s License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Handles emergency or crisis situations
Subject to many interruptions
Pressure due to multiple calls and inquiries.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)
## Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

- **Standing:** remaining on one’s feet in an upright position.
- **Sitting:** remaining in the normal seated position.
- **Lifting:** raising or lowering objects weighing no more than 10 pounds, from one level to another.

## Background Check Requirement

- Criminal Check
- Education Verification
- Employment Verification
- By position, Motor Vehicle Record

## Assessment Requirement

None

## Probation Period

Six (6) months.

## Class Detail

- **Pay Grade:** V-810
- **FLSA Code:** Y
- **Management Level:** 10
- **Established Date:** 9/21/2018
- **Established By:** Lori Schumann
- **Revised Date:**
- **Revised By:**
- **Class History:**