



HUMAN RESOURCES DEPARTMENT

POSITION DESCRIPTION

TITLE:	Risk Management Analyst	LAST UPDATED:	06/09/2015
DEPARTMENT:	Administrative Services	JOB CLASS:	
REPORTS TO:	Director of Administrative Services	FLSA DESIGNATION:	Exempt

Summary: Under general supervision of the Director of Administrative Services the Risk Management Analyst manages and coordinates Risk Management projects, analytical studies and performs special projects research. Responsible for researching, developing and formulating the annual division budget. Coordinates and tracks citywide risk management issues and projects.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbent(s) in this position. Incumbent(s) may not be required to perform all duties in this description and incumbent(s) may be required to perform position-related tasks other than those specifically listed in this description.

Essential Job Functions:

- Maintains and updates information for insurance coverage all schedules of city owned property, public art, vehicles and equipment.
- Collects and maintains all certificates of insurance for the City; ensures that all leased property is properly insured by lessee.
- Manages a variety of liability insurance policies by establishing and coordinating coverages with insurance agents, brokers, and carriers.
- Establishes and maintains systems and procedures for claims adjusting, records management, and data collection for risk management programs.
- Prepares and monitors annual insurance budget expenditures for general liability and property, along with justifications and narratives
- Responsible for issuing keys to city employees who have been granted access to specific areas by their Director. Plans hierarchical structure of departments when buildings need to be re-keyed and cored. (Internal control feature with facilities)
- Works with the Facilities Division to help eliminate risks when it pertains to building access and security.
- Advises city departments regarding risk and safety concerns; provides research assistance when requested.
- Determines insurance requirements for outside contracts or events on City property and reviews insurance certificates.
- Performs field safety inspections for job sites to ensure proper safety measures are being observed.
- Analyzes and maintains accident data and develop training plan to address as needed; provide recommendations to CMO.
- Manages loss control by reviewing and analyzing loss and claim activity reports and determining appropriate responses and future preventive measures or training.
- Provides citizen service and interaction by answering citizen questions and concerns, guiding citizens in claim filing process, monitoring claim status to completion and following up on claims for corrections and/or additional documentation.
- Manages and adjust auto and liability claims, including receiving notices from claimants; submitting to insurer; and working with all parties to ensure a timely and effective resolution.

- Works closely with all city departments and the various safety committees to gather incident reports, work orders, photos or any other pertinent information to accompany claims documents filed with the city's insurance provider.
- Conducts internal and external claim investigations; obtains police reports or other records; secures estimates, billings, or other financial statements for damages incurred; document claims in written format as required.
- Manages subrogation of property and casualty claims by tracking claims and payments, drafting and submitting appropriate documentation, monitoring claim payment status, verifies funds are received and obtaining judgments for at-fault parties.
- Assists the City Secretary's Office with Public Information Requests that are received pertinent to Risk Management and Legal requests.

Other Important Duties:

- May be required to work evenings and weekends.
- Travels to attend meetings, conferences and training.
- Performs other related duties as assigned.
- Regular and consistent attendance for the assigned work hours is essential.

Required Knowledge and Skills:

- Knowledge of public sector practices and principles.
- Knowledge of City policies and procedures.
- Knowledge of risk management practices and procedures in the areas of property/casualty claims, loss control, commercial property/casualty insurance underwriting or coverage analysis.
- Ability to understand and interpret laws, rules and regulations pertaining to risk management.
- Ability to review contract documentation for discrepancies and conformance to standards.
- Ability to track funding and expenditures of contract.
- Ability to communicate effectively and clearly, both orally and in writing.
- Ability to identify problems and propose solutions in a timely manner.
- Ability to gather and analyze data and draw conclusions and present data and other information in a clear and logical manner.
- Ability to handle a wide variety of tasks and projects with minimal supervision and direction.
- Ability to handle confidential information in a responsible manner.
- Ability to building professional relationships with internal staff and customers.
- Skill in resolving customer complaints and concerns.
- Skill in effectively reviewing work and providing technical assistance to assigned staff.
- Skill in completing risk investigations for the adjustment and evaluation of insurance claims.
- Proficiency in the use of computers and knowledge of computer applications including Microsoft Excel, PowerPoint and Word.

Preferred Education, Experience, and Certifications:

- Bachelor degree in business administration public relations or closely related field with coursework emphasis in risk management **and** three (3) years' experience in risk management **or** equivalent combination of education and experience.
- Possession of Certificate of Risk Management (CRM) preferred or ability to obtain within first six (6) months of employment.
- Must pass pre-employment drug screen, criminal background check and MVR check.
- Must possess valid State of Texas Driver's License.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment and sometimes field environment.
- May be exposed to extreme weather conditions.

- May be subject to repetitive motion such as typing, data entry and vision to monitor.
- May be subject to exposure to extended periods of standing or sitting.
- May be subject to bending, reaching, kneeling and lifting such as when retrieving files, records and reports and setting up audio visual equipment
- May be exposed to hostile or angry employees and customers
- Must be able to lift up to 30 pounds.

Equipment and Tools Utilized:

Equipment utilized includes personal computer, copier, calculator, fax machine, scanner, other standard office equipment and Department vehicle.

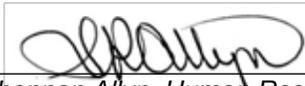
Approved By:

Signed by Tom Johnston, Director of Administrative Services

Tom Johnston, Director of Administrative Services

06/10/2015

Date



Shannon Allyn, Human Resources Generalist

06/10/2015

Date