City of Portland Job Code: 30000483

CLASS SPECIFICATION Risk Supervisor

FLSA Status: Exempt Union Representation: Nonrepresented

GENERAL PURPOSE

Under general direction, plans, organizes, and provides comprehensive program oversight to a major element of the City-wide risk management function, which includes liability claims, safety management, loss prevention, insurance, workers' compensation, City property claims, collections, and related risk functions; supervises professional, technical and support staff; implements policies; ensures that programs are managed in compliance legal and policy requirements; coordinates with other Risk Supervisors; contributes to the design, improvement and smooth functioning of overall Risk systems and operations; performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Risk Supervisor is responsible for developing and administering one or more of the City's risk management program areas. The three primary program areas are Tort Liability, Loss Prevention and Insurance, and Worker's Compensation. Focus is on protecting against exposure to risk and adverse consequences for City operations, financial position or community reputation. Incumbents supervise the assigned program area and participate in the development and implementation of citywide risk management and loss control policies, programs, initiatives and requirements. Incumbents have expertise in their specialty areas, but also must have good understanding of all risk functions and promote cross-section cooperation and information sharing, to provide effective service to bureaus and the City overall.

Risk Supervisor is distinguished from Senior Risk Specialist by the former's supervision of a section which is responsible for administering specialized programs with broad City-wide impact.

Risk Supervisor is distinguished from Safety and Risk Officer by the former's responsibilities for administering a major element of the Citywide risk management program and participating in development of policies and requirements affecting all City bureaus.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, supervises and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve section mission, goals and performance measures; participates in developing and monitoring performance against the program budget;

- supervises, participates in developing, recommends and implements plans, policies, systems and procedures applicable to unit responsibilities.
- 2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends merit increases and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City Charter, Code, human resources policies and labor contract provisions.
- 3. Provides leadership and works with staff to create a high performance, service-oriented work environment that supports the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
- 4. Establishes policy and procedures to ensure program compliance with a variety of program-related industry standards; maintains appropriate program strategies; monitors industry trends and legislative changes related to program area; surfaces potential issues and participates in developing strategies; notifies bureaus of legislation impacting City operations or funding; maintains thorough knowledge of City bureau functions, programs and operations, including field staff operations and capital project construction plans and associated occupational health and safety and loss control/prevention issues and challenges; provides consultation, advice and support to all city Bureaus; oversees distribution of risk-related information to city employees; conducts projects and studies as requested by bureaus; manages periodic audits required by state and City agencies.
- 5. Conducts case reviews and advises staff on the adjudication of difficult cases; assigns and supervises the analysis and investigation of high-profile, high exposure, controversial or most complex cases; presents action or settlement recommendations to Council for approval; works with the City Attorney's office in mediating and resolving disputed claims determinations and provides support in litigation of cases; provides accurate and timely information about program area to policy makers, program beneficiaries, businesses, outside agencies and the general public.
- 6. Insures cross-section coordination and support; remains in touch with other risk section operations and activities, retains familiarity with overall operations; contributes to the development of systems, processes, and work flow for overall Risk functions.
- 7. Supervises and participates in management of contracts with outside providers of services; drafts scope of services, statements of service performance standards and requests for proposal; evaluates responses and recommends the selection of contractors; monitors contractor performance to ensure City standards are met; negotiates agreements and other cooperative efforts on behalf of the City with other agencies, contractors, vendors and program providers.

- 8. Supervises the investigation, analysis and adjudication of tort claims filed against the City; investigates and supervises the investigation of civil rights complaints filed against the City; oversees the EEO written-complaint process and responds to the Agencies with position statements; supervises section case preparation for all tort lawsuits filed against the City in support of the City Attorney's office; approves the adjustment of non-litigated claims; negotiates with claimants and/or their representatives and authorizes claims for payment within dollar limits; conducts bureau tort claim reviews; manages the city-wide subrogation collection effort.
- 9. Supervises the analysis and investigation of workers compensation claims and the determination of compensability in accordance with the provisions of state law and regulation; approves case claims reserves within authorized limits; supervises medical case management of injured employees, including evaluation of medical treatments for appropriateness and ordering independent evaluations; supervises early return-to-work, including work accommodations; supervises vocational rehabilitation case management.
- 10. Develops, implements and administers an integrated disability management program for injured or ill employees; supervises and coordinates with other bureaus and benefits plan providers to integrate benefits and control overall costs of disability; supervises and participates in case management activities and facilitation of early return-to-work of ill or injured employees.
- 11. Designs, implements and monitors City-wide loss prevention programs to protect the assets of the City from loss; organizes and advises City-wide and bureau loss control committees; develops and presents loss control training; prepares written reports of loss exposure deficiencies and recommends solutions to bureau management; acts as liaison with state and federal officials on matters relating to safety and prepares required reports.
- 12. Analyzes property and general liability loss trends and exposures; evaluates the adequacy of current insurance coverage; works with insurance carriers to resolve and adjudicate pending claims; evaluates reserve and retention levels based on loss trends; recommends the addition of coverage types and/or changes in coverage levels consistent with loss control and cost objectives.
- 13. Manages the City's commercial insurance program; identifies risk exposures, analyzes coverage; negotiates coverage endorsements, exclusions, and pricing; reviews insurance carrier contracts and insuring agreements; develops insurance marketing; manages broker selection and liaison; manages annual actuarial studies for liability and workers' compensation; manages the issuance of Certificates of Insurance obligating the self-insurance fund; reviews and advises on insurance specifications and language for permits, contracts and agreements; recommends level of contractor liability coverage on complex city procurements.
- 14. Manages commercial insurance carrier loss prevention program; serves as liaison between insurance company and bureaus; coordinates insurance carrier inspections to identify safety and environmental hazards; issues notices of hazard and required abatements; recommends

procedural or engineering changes to eliminate the causes of accidents, injuries and other losses.

OTHER DUTIES

- 1. Serves on various City task forces and special purpose committees; represents the group to other City, state and outside agencies and professional societies.
- 2. Oversees administration and enhancement of specialized bureau computer applications.
- 3. Acts for the Risk Manager as requested.

MINIMUM QUALIFICATIONS

Knowledge of:

- 1. Principles, practices, methods and techniques of developing and administering risk management, insurance or loss control programs in a large public entity, including ensuring adequate general and financial liability protection.
- 2. Practices and procedures for managing, administering, analyzing, adjudicating and litigating claims.
- 3. Principles and practices of insurance underwriting, safety, security and other loss prevention methods.
- 4. Federal and state laws and regulations governing risk management, asset protection, workers' compensation and employee safety programs.
- 5. Coverage details, conditions, exclusions, endorsements and underwriting for a wide variety of insurance policies.
- 6. City policies and procedures for reporting property damage and personal injury.
- 7. Methods of identifying exposure to loss and investigating and correcting industrial and environmental hazards.
- 8. Property, casualty and liability insurance industry trends and practices.
- 9. Principles and practices of public administration, including budgeting, contracting and maintenance of public records.
- 10. Methods and techniques for conducting statistical and financial analyses.
- 11. Principles and practices of effective management and supervision.
- 12. City human resources policies and labor contract provisions.

Ability to:

- 1. Develop, recommend, implement and evaluate comprehensive, Citywide loss control programs such as workers compensation, safety and accident prevention, property protection and conservation and fire prevention measures.
- 2. Develop, recommend, implement and evaluate insurance and self-insurance programs.
- 3. Analyze, classify and rate risks, exposure and loss expectancies;
- 4. Conduct research of loss prevention and control issues, evaluate alternatives and reach sound conclusions and recommendations for improvement.
- 5. Interpret insurance contract language and analyze insurance policy provisions.
- 6. Read and interpret medical records, case investigations and physical capacity evaluations and reach sound conclusions regarding eligibility for benefits payments and return-to-duty capability.
- 7. Establish accurate and reliable case reserves in accordance with accepted reserving practices and standards.
- 8. Represent the City effectively in hearings and litigation of claims; negotiate the settlement of claims, with or without legal counsel.
- 9. Collect, evaluate and interpret data in statistical and narrative form.
- 10. Understand, interpret, explain and apply complex laws, regulations, policies and procedures.
- 11. Prepare clear, concise reports and other written materials.
- 12. Communicate effectively orally with individuals and groups.
- 13. Design, install and maintain accurate file and record systems.
- 14. Exercise sound judgment within established guidelines.
- 15. Establish and maintain effective working relationships with City managers and elected officials, representatives of professional organizations and other governmental agencies, insurers, vendors, employers and others encountered in the course of the work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in finance, business administration, health and safety or a closely related field; and at least five years of progressively responsible experience in administering risk management, liability, loss control, insurance and/or

workers compensation programs; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

Some positions may require a current Oregon Claims Examiner Certification or an ongoing Worker's Compensation Certification with continued education credits.

A valid state driver's license is required for certain assignments.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):

0850 RISK SUPERVISOR Adopted: 07-01-92 0928 BUREAU ADMIN MANAGER 07-01-92

Revised:

June 2009 - Change Job Class number from 7188 to 30000483, due to system change. November 2011 – Updated duties