

**CLASS SPECIFICATION**  
**Risk Manager**

FLSA Status: Exempt  
Union Representation: Nonrepresented/Incumbents hired after January 4, 2008 are exempt from Civil Service (Ordinance 181459)

**GENERAL PURPOSE**

Under general direction, provides leadership in the development and implementation of City-wide risk management and loss control programs; consults with bureau directors, elected officials and city managers on risk awareness, mitigation, coverage and recovery; manages the risk management division, which includes liability claims, safety management, loss prevention, insurance, workers' compensation, City property claims, collections, and related risk functions; directs the investigation and adjudication of a wide range of claims filed against City bureaus; recommends risk management and loss control techniques; recommends risk funding and cost allocation methodologies; directs administration of the City's self-insured Workers' Compensation program; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

The Risk Manager is responsible for developing and administering the City's risk management and loss control programs which protect the City from exposure to risk that could have adverse consequences to City operations, financial position or community reputation. The incumbent continually assesses the City's assumption, elimination, reduction, transfer and financing of risk through self-insured programs and the purchase of insurance coverage. The manager must be knowledgeable of the risks inherent in the wide variety of city functions and alert to national and local risk-related trends and legislative developments. Key roles are to develop financial strategies which balance risk exposure with cost and advising subordinate program supervisors and bureau management on approaches and improvements to programs and operations. In addition to providing advice, training and program support for bureaus, the incumbent manages the centralized risk function, and must establish policies and processes which provide the means for, and promote coordination across specialized functions, in order to maximize the effectiveness of the overall division in providing risk management services.

Risk Manager is distinguished from Risk Supervisor in that the manager is responsible for providing strategic development and management of City-wide risk management policies and programs and for managing the centralized Risk Management function.

**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, organizes, controls, integrates and evaluates the work of the Risk Management division; with subordinate supervisors, develops, implements and monitors work plans to

achieve division mission, goals and performance measures; directs the development of and monitors performance against the division budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and bureau goals, objectives and performance measures consistent with the City's quality and citizen service expectations.

2. Plans, organizes, directs and evaluates the performance of assigned supervisors and staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with City Charter, Code, human resources policies and labor contract agreements.
3. Provides leadership and works with supervisors to develop and retain highly competent, service-oriented staff through selection, compensation, training and day-to-day management practices that support 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. Directs the development and implementation of City-wide risk awareness, loss prevention and exposure control policies, programs, initiatives and incentives which improve safety for employees and the public, and reduce the primary causes of claims filed against the City; evaluates programs and examines alternative techniques; designs and implements mitigation measures.
5. Directs and oversees the city-wide tort liability program to assure effective investigation, administration, settlement and adjudication of tort claims filed against the City for a wide range of issues; assesses the impact of Federal and state legislation on city liability; oversees the coordination of City response to EEO and Bureau of Labor complaints; collaborates with bureau directors and City Attorney on the defense and resolution of tort lawsuits.
6. Ensures that the City's self-insured workers' compensation program is in compliance with state regulations and provides appropriate benefits and services to injured city workers; collaborates with Human Resources and bureau management to avoid employment liability; approves program design and oversees the investigation injuries and the evaluation and settlement of claims.
7. Leads the development of a citywide risk self-insurance plan; oversees the city-wide self-insurance program to ensure adequate protection against loss at the most effective cost to the City; advises bureaus regarding purchase of policies or self-assumption of risks for a broad range of risk exposures; manages selection process for Broker of Record to assist in the procurement of excess, specialty or commercial insurance; approves use contracts for various risk-related service vendors; reviews possible coverage improvements.

8. Interprets laws and policies and establishes policies and procedures for staff engaged in insurance, claims and risk management activities; reviews and analyzes changes in state and federal legislation; insures that all City risk management programs are in compliance.
9. Meets with bureau directors to increase risk awareness, build support and visibility for risk management and loss control programs and initiatives and obtain stakeholder buy-in on program goals and objectives.
10. Directs efforts to re-engineer and automate risk operations such as claims administration, business processes, and risk information, data analysis and reporting technology.
11. Lead the development and implementation of an internal cost allocation system.

### **OTHER DUTIES**

1. Accumulates and analyzes data and develops comprehensive reports regarding the City's risk management program.
2. Serves on various City task forces and special purpose committees; represents the division in numerous outreach functions and professional groups and organizations.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge of:**

1. Principles, practices, methods and techniques of developing and administering risk management, loss control, and self-insured, self-administered claims programs.
2. Practices and procedures for managing, administering, analyzing, adjudicating and litigating tort claims.
3. State worker's compensation laws, regulations and procedures.
4. Federal and state regulations and court decisions governing risk management, insurance, liability, and employee health and safety.
5. Methods of identifying exposure to loss and investigating and correcting operational and environmental hazards.
6. Property, casualty and liability insurance industry trends and practices.
7. Principles and practices of public administration, including budgeting, contracting and maintenance of public records.
8. Effective verbal and written communications.
9. Methods and techniques for conducting statistical and financial analyses.

10. Principles and practices of effective management and supervision.

11. City human resources policies and labor contract provisions.

**Ability to:**

1. Develop and implement risk control programs and with effective financial and operational measures.
2. Identify and assess risks for a broad array of city functions.
3. Analyze, classify and rate risks, exposure and loss expectancies; interpret insurance contract language.
4. Manage and coordinate various risk programs and functional specialties with overlapping responsibilities.
5. Develop, implement and evaluate insurance and self-insurance programs.
6. Represent the City effectively in meetings, hearings and litigation of claims; negotiate the settlement of claims, with or without legal counsel.
7. Interpret, apply and explain complex laws, regulations, policies and procedures to a wide variety of audiences.
8. Design and implement effective data and document management systems.
9. Exercise sound judgment within established guidelines.
10. 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, or a closely related field; and seven years of increasingly responsible professional experience in the administration of comprehensive risk management and loss control programs at least two years of which were in a supervisory or management capacity; or an equivalent combination of training and experience. Experience in a public agency is preferred.

**Licenses; Certificates; Special Requirements:**

A valid state driver's license.

Certification as a Chartered Property and Casualty Underwriter and/or an Associate Risk Manager is highly desirable but not required.

## **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):

0853 Risk Management Director Adopted: 07-01-92

### Revised:

June 2009 - Change Job Class number from 7190 to 30000484, due to system change.

November 2011 – updated duties