

RISK MANAGEMENT SPECIALIST

DEFINITION

Under general supervision, performs a wide variety of responsible technical and office administrative risk management support functions, including providing information and assistance to employees, students, and insurance administrators; files claims, maintains risk management records, and researches and compiles a variety of reports; performs special projects for and provides responsible and complex technical and administrative support to the Director, Safety, Health Benefits and Risk Management.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Safety, Health Benefits and Risk Management. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a specialist class in the Safety and Risk Management Division responsible for performing the full range of risk management support work. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Successful performance of the work requires the frequent use of tact, discretion, and independent judgment, knowledge of departmental and District activities, and extensive staff, public, and organizational contact. This class is distinguished from the Director, Safety, Health Benefits and Risk Management in that the latter is responsible for the day-to-day management and administration of the Safety and Risk Management Division.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

- Collects and maintains theft and incident reports from departments and Security; reports District property thefts to insurance companies for information and replacement; compiles reports for investigations; provides administrative support to the Health & Safety Committee
- Compiles vehicle accident report information and submits to insurance companies for payment and/or settlement.
- Ensures payments are received from insurance companies, students, and community for damage to campus property.
- Issues Certificate of Insurance and maintains logs for departments; contacts insurance administrators as necessary.
- Reviews and organizes hazardous substances inventory; reviews Safety Data Sheets (SDS) maintenance needs and follows up with departments.
- Compiles laboratory and site safety inspection reports and follows up with departments.
- Coordinates and assists with employee safety training; maintains records of training.
- Coordinates workers' compensation claims processing; maintains files and reports to ensure compliance with Occupational Safety and Health Administration (OSHA) requirements.
- Receives and processes subpoenas and requests for documents on behalf of the District; submits to appropriate department for response.
- Coordinates and assists with Employee Wellness Program activities; provides administrative support to the Employee Wellness Committee.
- Performs a variety of special projects at the request of the Director of Safety, Health Benefits and Risk Management.
- Interprets, applies, explains, and ensures compliance with Federal, State, and local laws and regulations concerning risk management programs.

- Receives and screens visitors, telephone calls, and emails, providing a high level of customer service to both external and internal customers; provides information to District staff, other organizations, and the public, requiring the use of judgment and the interpretation of policies, rules, procedures, and ordinances.
- Provides general administrative support to the risk management function, including preparing correspondence, memoranda, and reports, performing reception functions, processing mail, performing data entry, and maintaining schedules and records.
- Organizes and maintains various administrative, confidential, reference, and follow-up files; purges files as required.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of the risk management function, including theft and accident report processing, liability claims processing, workers' compensation, safety training, and hazardous materials inventory and record keeping processes.
- Methods, techniques, and practices of data collection, business letter writing, and report preparation.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities To:

- Perform responsible risk management support work with accuracy, speed, and minimal direction.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local laws, rules, regulations, policies, procedures, and practices of risk management administration.
- Review risk management documents for completeness and accuracy.
- Maintain accurate risk management records.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Make accurate arithmetic and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.

- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the twelfth (12th) grade and at least one (1) year of experience which involved processing of workers compensation claims and California Occupational Safety and Health Administration (OSHA) reporting and other activities related to daily functions in a risk management office.

Licenses and Certifications:

- The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.