

**CITY OF MOUNTAIN VIEW  
CLASS SPECIFICATION**

<b>Position Title:</b> Risk Manager	<b>Job Family:</b> 2
<b>General Classification:</b> Management	<b>Job Grade:</b> 39

**Definition:** To protect City assets, human resources, finances, and property; to manage loss control and loss prevention through hazard identification, safety education, financial management, insurance management, and claims management; and to serve as a technical expert for City officials and department staff in mitigating risk in City programs and services.

**Distinguishing Characteristics:** Receives general direction from the Finance and Administrative Services Director.

Exercises direct supervision over clerical and professional employees; and may also exercise technical supervision or direction over other employees.

**Examples of Duties:** Duties may include, but are not limited to, the following:

1. Manage all risk and insurance programs, including insured and self-insured programs; determine appropriate funding and reserve levels for risk and insurance programs; provide marketing analysis of selected employee benefits; and oversee the legal and contractual aspect elements of risk and insurance programs.
2. Manage and oversee the Citywide safety programs; ensure compliance with OSHA requirements and related Federal, State, and local laws and regulations; and conduct inspections and coordinate training on relevant and required topics.
3. Manage the City's Workers' Compensation program; serve as liaison between the City, injured worker, and third-party administrator; educate managers on policy and legal requirements; and coordinate claim reviews and provide overall program management.
4. Recommend and implement section goals and objectives; establish performance standards and methods for risk management; monitor legislative and legal changes; and develop and implement policies and procedures.
5. Plan, develop, and oversee the work of staff involved in risk management.
6. Analyze self-insured retention levels, excess limits, aggregates, and reserve levels.
7. Evaluate the cost and benefits of alternate risk financing methods.

8. Maintain and analyze loss records; prepare reports and give presentations, including recommendations, to elected and administrative bodies.
9. Manage and coordinate the activities of in-house and third-party claims administrators, adjusters, brokers, and legal counsel.
10. Develop and administer a comprehensive Employee Safety program, including an Illness and Injury Prevention Plan (IIPP) in conjunction with the Workers' Compensation program.
11. Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for risk management expenditures; and monitor and control expenditures.
12. Participate in the selection of staff; conduct performance evaluations; provide training, coaching mentoring, and performance management; and recommend discipline as needed.
13. Represent the City in all insurance-related forums.
14. Develop contractual review procedures and insurance requirements for City contracts.
15. Prepare and monitor the risk management program budget.
16. Develop and implement procedures to identify and report loss exposures.
17. Conduct training to employees in area of loss prevention and safety.
18. Forecast, plan, and administer a variety of risk management budgets and special funds.
19. Develop and implement procedures and resources for claims handling.
20. Coordinate and monitor claims and lawsuits with the City Attorney's Office.
21. Build and maintain positive working relationships with coworkers, other City employees, and the public using principles of good customer service.
22. Answer questions and provide information to the public and to claimants; and investigate complaints and recommend corrective action as necessary to resolve complaints.
23. Perform related duties as assigned.

**Minimum Qualifications:**

Knowledge of: Principles and practices of public agency insurance programs, including claims administration, administration and adjustment, and appropriate reserve setting formulas; financial and legal requirements for developing, implementing, and administering self-funded plans, including liability, California Workers' Compensation and employee group benefit insurance programs; employee safety training and incentive programs, including OSHA guidelines; loss control training; pertinent local, State, and Federal rules, regulations and laws; modern office procedures, methods, and computer equipment; principles and practices of research analysis and management; budgeting procedures and techniques; principles of supervision, training, and performance evaluations; and principles and practices of work safety.

Ability to: Analyze and interpret laws, ordinances, and regulations in the risk management field, specifically to identify, evaluate, treat, and finance risks incurred by the City; prepare comprehensive and complex reports for department head, City Manager, and City Council; initiate policy according to law or good risk management principles; interpret and explain pertinent City and department policies and procedures; perform the most complex work of the unit; assist in the development and monitoring of an assigned program budget; develop and recommend policies and procedures related to assigned operations; establish and maintain effective working relationships with those contacted in the course of work; communicate clearly and concisely, both orally and in writing; meet with employees at all levels to discuss and resolve issues tactfully, courteously, and effectively; conduct organizational, procedural, and statistical research studies and analyses and prepare comprehensive reports; and perform related duties as assigned.

**Experience and Training Guidelines:** A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

Four years of experience in a risk management program, including liability, Workers' Compensation, employee benefit, and safety programs. Public agency experience, as well as expertise with Workers' Compensation issues as they apply to public safety employees, is also required. Equivalent to a bachelor's degree in business or public administration, finance, or a related field. Designation as an Associate in Risk Management by the Insurance Institute of America, supervisory experience, and a master's degree are highly desirable.

**Position Title:** Risk Manager

Page 4

**Required Licenses or Certificates:** Possession of, or ability to obtain, a valid Class C California Driver License.

**Working Conditions:** This position may be required to work extended or irregular hours for critical issues. May need to be available for contact after normal business hours.

Established: January 1994

Revised: June 2022

HRD/CLASS SPECS

Risk Manager