

City of Fort Worth, Texas Job Description

Classification Title	Risk Manager		
Job Code:	MG1551	Job Family:	Management
Pay Grade	613	Date Reviewed:	07/18/15
FLSA Status	Exempt	Date Revised:	

GENERAL SUMMARY

Plans, manages and oversees the activities and operations of the Risk Management Division. Coordinates assigned activities with other City departments and outside agencies regarding loss control programs within insurance procurement, risk assessment, claims investigation and adjustment and litigation support; and provides complex administrative support to assigned department director.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Assumes full management responsibility for assigned risk management services and activities, including insurance procurement, risk assessment, claims investigation and adjustment and litigation support. Recommends and administers policies and procedures.
3. Maintains Asset database for insurance purposes. Receives notice of new purchases or buildings acquired; corresponds with Broker; and updates master inventory of assets.
4. Participates in the development of work place safety training and property loss prevention programs; surveys property, assets and operations to classify hazards and evaluate insurable risks; recommends and negotiates insurance coverages; and identifies and measures risk exposure.
5. Manages contracts and certificates for City projects; reviews contracts and insurance language; and approves Bonds and Certificates of Insurance on related contracts.
6. Represents the organization to other departments, elected officials and outside agencies; and coordinates assigned activities with those of other departments and outside agencies and organizations.

7. Provides staff assistance as requested; participates on a variety of boards, commissions and committees; formulates significant policies related to the risk management services and activities; prepares and presents staff reports and other necessary correspondence; and provides staff support to assigned boards and commissions.
8. Oversees efforts to assist the Department of Law in evaluating and disposing of certain litigation.
9. Participates in the development and implementation of goals, objectives, policies and priorities; recommends and implements resulting policies and procedures; establishes appropriate service and staffing levels for assigned functions; and allocates resources accordingly.
10. Participates in the development and administration of assigned program budget. Forecasts funds needed for equipment, materials and supplies; monitors and approves expenditures; and recommends adjustments as necessary.
11. Coordinates activities with third party administrators and city legal department to ensure proper care and coverage for injured workers and appropriate claims disposition.
12. Responds to and resolves difficult and sensitive customer inquiries and complaints in a professional and efficient manner.
13. Performs other related duties as required.
14. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of:
 - Operations, services and activities of a comprehensive risk management program.
 - Principles and practices of property and casualty insurance, workers compensation, and safety and loss prevention programs.
 - Insurance coverages and terminology.
 - Risk transfer mechanisms.
 - Asset management practices.
 - Methods and techniques of statistical data collection and analysis.
 - Principles and practices of municipal budget preparation and administration.
 - Principles and procedures of financial reporting.
 - Contract law.
 - Insurance programs.
 - Principles and procedures of management systems and reporting.
 - Principles of supervision, training and performance evaluation.
 - Pertinent Federal, State and local laws, codes and regulations.
 - City personnel policies and procedures.

- Principles and procedures for developing goals, objectives and management plans.
- Skill in:
 - Organization and time management.
 - Computers and applicable software.
 - Interpersonal relations.
 - Customer service.
 - Negotiation.
 - Investigation.
- Ability to:
 - Communicate clearly and effectively, both orally and in writing.
 - Manage and direct a comprehensive risk management program.
 - Establish preventive programs to reduce risk causation factors.
 - Analyze and assess programs, policies and operational needs and make appropriate adjustments.
 - Analyze data and information; draw conclusions; propose responsive actions.
 - Identify and respond to sensitive community and organizational issues, concerns and needs.
 - Investigate accidents to determine liability.
 - Plan, organize, direct and coordinate the work of lower-level staff.
 - Delegate authority and responsibility.
 - Select, supervise, train and evaluate staff.
 - Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
 - Research, analyze and evaluate new service delivery methods and techniques.
 - Prepare clear and concise administrative and financial reports.
 - Prepare and administer large and complex budgets.
 - Interpret and apply applicable Federal, State and local policies, laws and regulations.
 - Operate a computer and other office equipment; develop graphic presentations.
 - Maintain confidentiality of certain City information.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's degree in business administration, public administration, finance, or related field and five years responsible experience in the operation of risk management programs or related field, including four years of administrative and supervisory experience.

OTHER REQUIREMENTS

Valid Texas driver's license.

Possession of and the ability to maintain a valid Property and Casualty or Multi-Lines Adjuster License by the Texas Department of Insurance is required at the time of hire.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing and balancing.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.