

CITY OF SANTA CLARA, CALIFORNIA
RISK MANAGER
(Unclassified)
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EDUCATION AND EXPERIENCE

Minimum Requirements:

- A Bachelor's Degree from an accredited college or university with a degree in Human Resources Management, Business or Public Administration, Finance, or closely related field; and
- Four (4) years of progressively responsible experience in risk management, safety loss control, workers' compensation claims or general liability and other insurance programs, including two (2) years' experience working in a lead or supervisory capacity.

Desirable Qualifications:

- Possession of a certification as an Associate of Risk Management (ARM) is desirable.
- Experience in the public sector is desirable.

LICENSES

Possession of a valid California Class C driver's license is required at the time of appointment and for the duration of employment.

DISTINGUISHING CHARACTERISTICS

This is a management position in the unclassified service. The incumbent is responsible for management of loss control and loss prevention through hazard identification, financial management, as well as insurance and claims management.

As a member of the City's unclassified service, this is an "at-will" position. The incumbent serves at the discretion of the City Manager. An incumbent in this classification: demonstrates strong ethical, professional, and service-oriented leadership and interpersonal skills; sets a good example; and correctly applies the tenets of the City's Code of Ethics and Values.

TYPICAL DUTIES

Duties may include, but are not limited to, the following.

With general direction:

- Develops, administers and advises all City departments on an integrated loss control program for the purpose of identifying, evaluating and reducing risks and liability from all sources
- Provides information concerning risk management policies and procedures
- Acts as liaison between City and claims administrators and/or insurance companies in settling claims, while working in conjunction with other City departments such as City Manager's Office and City Attorney's Office
- Manages the City's self-insurance for liability and workers' compensation; cooperatively works with other City departments to procure insurance, including negotiation of premiums

RISK MANAGER (continued)

and limits, for numerous lines of coverage including but not limited to excess liability, excess workers' compensation, property, auto physical damage and fidelity; may represent the City with the Excess Liability Joint Powers Authority

- Manages the City's contractor insurance compliance program
- Ensures compliance with Cal/OSHA requirements and related Federal, State and local laws and regulations; conducts inspections
- Investigates and responds to certain claims matters
- Maintains City's historical loss run
- Works with City Attorney's Office, other City staff, and outside legal counsel to facilitate efficient and effective defense of litigation matters
- Analyzes proposed development projects and other City undertakings and provides input to appropriate City departments regarding risk associated with the undertaking, risk transfer suggestions, and other related issues
- Reviews contracts and makes recommendations regarding indemnification, risk transfer and insurance requirements; reviews insurance documents for compliance with City requirements
- Conducts research and analysis of complex technical issues; evaluates options and makes recommendations for action; prepares reports and recommendations for City staff, City Council and advisory bodies
- Makes presentations to members of the public, employee groups and the City Council
- Performs other related duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles and practices of risk management including loss prevention, safety, workers' compensation, claims and litigation, and the financing and insuring of risk
- OSHA requirements regarding workplace safety and reporting
- Legal and administrative requirements for implementation and administration of fully-insured and self-insured programs
- Public entity procurement principles in the context of consultants, third party administrators, and insurance carriers
- Pertinent Federal, State and local rules, regulations and laws
- Contract law as it applies to general liability, bodily injury and claims adjustment
- Insurance company policies and procedures regarding claims and reserves; claim analysis; adjustment techniques for municipalities
- Injury and damage claim administration and investigation
- Research methods and statistical analysis
- Budgeting procedures and techniques
- Office safety practices, procedures and standards
- Principles of supervision, training and performance evaluations
- Standard personal computer hardware and software, including word processing, spreadsheet, and database programs

Ability to:

- Communicate clearly and concisely, both orally and in writing
- Analyze and interpret laws, ordinances and regulations in the risk management field, specifically to identify, evaluate and treat finance risks incurred by the City

RISK MANAGER (continued)

- Define and evaluate risks associated with various types of projects, and propose solutions
- Prepare comprehensive and complex reports for department heads, City Manager and City Council
- Interpret and apply City and department policies, procedures, rules and regulations
- Define problem areas, evaluate, recommend and implement solutions to complex issues and problems
- Develop and recommend policies and procedures related to assigned operations
- Negotiate, prepare and manage contracts with third party administrators, insurance carriers, and consultants
- Establish and maintain a cooperative and effective working relationship with those contacted in the course of work, supervisors, employees, including the general public
- Effectively handle multiple priorities, organize workload, and meet strict deadlines
- Develop and maintain effective working relationships with supervisors, employees, the general public and others contacted in the course of work
- Work in a team-based environment and achieve common goals
- Bend, stoop, reach, carry, crawl, climb and lift up to 25 pounds as necessary to perform assigned duties
- Walk or stand for extended periods of time

SUPERVISION RECEIVED

Works under the immediate supervision of the Director of Finance or other assigned manager.

SUPERVISION EXERCISED

Supervises professional staff as assigned.

OTHER REQUIREMENTS

- Must be able to perform all of the essential functions of the job assignment.
- May be required to work odd and unusual hours in the performance of duties and during emergency situations.

CONFLICT OF INTEREST

Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually, and upon leaving office, in accordance with City Manager Directive 100.