



## JOB DESCRIPTION

### Risk Manager

Date Prepared: June, 2021

**SUMMARY:** The City of Victorville is seeking a risk management professional to plan, implement, and coordinate the City's risk management operations. Areas of responsibility may include occupational health and safety, public liability claims, property and liability insurance, loss prevention, Workers' Compensation, and serving as the City's Americans with Disabilities Act (ADA) Coordinator. The Risk Manager serves in a support and consulting role to City departments and employees and is expected to function with minimal direct oversight and with a great deal of sensitivity. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility. They may also exercise supervision over clerical subordinate positions or assume responsibility for coordinating a defined program; performs related duties, as required.

**ESSENTIAL FUNCTIONS:** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to the following:*

- Plan, implement, coordinate and manage the City-wide risk management program.
- Develop and implement all City policies and procedures in the area of risk management.
- Interpret, apply, and assist departments on compliance with ADA and Cal-OSHA regulations.
- May evaluate and negotiate the settlement of and coordinate administration of outstanding Workers' Compensation claims.
- Investigate and process public liability claims.
- Assist with negotiation of settlement of claims.
- Recommend and implement risk management goals and objectives.
- Establish schedules and methods for administration of liability and insurance claims.
- Implement policies and procedures to carry out risk management goals and objectives.
- Evaluate operations and activities of assigned program.
- Develop and implement improvements and modifications.
- Prepare various reports on operations and activities.
- Review and evaluate various City contract agreements relative to insurance requirements and indemnity provisions.
- Coordinate the City-wide program for administration of the ADA and Section 504 of the Rehabilitation Act.
- Perform periodic ADA audits of departmental projects, reports, and compliance.
- Receive, distribute, and maintain documentation on ADA complaints and accommodation requests.
- Meet with public and departments to investigate, explore potential accommodations, and make recommendations, when necessary.
- Prepare program budget and cost estimates for budget recommendations.
- Submit justification for programs and services.
- Monitor and control expenditures.

- Develop, organize, implement, and manage City insurance programs.
- Assess the need and feasibility of different alternatives regarding insurance options for the City.
- Process insurance claims including property and liability.
- Coordinate activities with claims adjusters and third-party administrators.
- Monitor liability cases against the City.
- Answer questions and provide information to the public.
- Investigate complaints and recommend corrective action, as necessary to resolve complaints.
- Establish and chair the City-wide safety committee.
- Represent the City at outside meetings and task forces.
- Attend and participate in professional group meetings.
- Stay apprised of new trends and innovations in the field of Risk Management.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Performs related duties, as required.

## **MINIMUM QUALIFICATIONS:**

### **Education, Training and Experience Guidelines:**

Bachelor's degree in Risk Management, Safety, Finance, Accounting, Business Administration, or closely related field AND three years of increasingly responsible experience in related work.

### **LICENSE AND CERTIFICATION REQUIREMENTS:**

- Must possess a minimum of a valid California Class "C" driver's license upon hire and maintain throughout the length of employment with the City of Victorville.
- Insurance related certifications are highly desirable.

### **Knowledge of:**

- Principles of self-insurance, public liability claims, and Workers' Compensation pools.
- Principles and practices of risk management and liability management.
- Principles of budget monitoring and contract preparation.
- Principles and practices of Workers' Compensation.
- Principles and practice of the ADA, especially Title II.
- Pertinent local, state, and federal laws, ordinances, and rules.
- Principles of supervision and training.
- Insurance placement, reporting and managing property, special events, bonds, etc.

### **Skill in:**

- Learn and understand all aspects of the job.
- Analyze work papers, draft, and review reports and oversee special projects.
- Identify and interpret technical and numerical information.
- Observe and problem solve operational and technical policy and procedures.
- Organize, implement, and direct risk management operations and activities.
- Interpret and explain pertinent City and department policies and procedures.
- Develop policies and procedures to effectively administer the risk management function. Independently make decisions and exercise sound judgement with only general direction and minimal direct supervision.
- Research and analyze options or problems related to risk management.
- Develop and monitor an assigned program budget.
- Develop and recommend policies and procedures related to assigned operations.
- Supervise, train, and evaluate assigned staff.

- Communicate clearly and concisely, both orally and in writing.
- Establishing and maintaining cooperative working relationships with the City Council, City Manager, department heads, managers, supervisors, employees, legal offices, process external private and public agencies and the general public.
- Applying safe work practices.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

Work is performed in an indoor office environment; employee must be present at the office to perform their duties. Incumbent shall be exposed to those conditions normally encountered in an indoor office environment. Incumbent may be required to visit job sites. Physical demands are light, consisting primarily of sitting, standing and walking. Must be able to lift 50 pounds. Incumbent must be able to see and hear in the normal range with or without correction and communicate verbally and in written form with great facility and must be able to be understood. Incumbent must have the stamina to work long hours and may be required to attend night meetings after regular working hours, and be willing to work an irregular schedule, which may include weekends, holidays, evenings and/or varying hours.

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Department Head Approval

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Date

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Personnel Officer Approval

\_\_\_\_\_  
Date