



## **RISK MANAGEMENT COORDINATOR**

### **DEFINITION**

Under general supervision, this confidential position performs a wide variety of responsible technical and office administrative risk management support functions, including providing information and assistance to staff 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 General Counsel; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the General Counsel. Exercises no supervision of staff.

### **CLASS CHARACTERISTICS**

This class is responsible for performing the full range of risk management support work. Positions 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 and independent judgment, knowledge of departmental and District activities, and extensive staff, public, and organizational contact.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

- Provides technical expertise, information and assistance to District administration regarding general liability insurance functions.
- Makes recommendations for the development and revision of risk management documents, procedures, and forms; assists in the development of policies, regulations, and procedures.
- Identifies potential risk exposure; advises administration of unusual trends or problems and recommends appropriate corrective action.
- Receives and processes liability claims and incident reports; collects and analyzes appropriate documentation; submits documentation to third party administrator.
- Acts as a liaison with insurance companies, brokers, risk and insurance management associations and other entities concerning Agency general liability matters.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies policies and procedures in determining completeness of documents, reports, records, and files.
- Reviews and analyzes contractual documents and determine appropriate insurance coverage required.
- Issues Certificate of Insurance and maintains logs for departments; contacts insurance administrators as necessary.
- Collects and compiles material for review and analysis; provides recommendations for changes in programs, policies, or procedures to improve efficiency and cost effectiveness of operations.
- Researches, compiles, and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area; checks and tabulates standard mathematical or statistical data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.

- Develops, composes, types, edits, and proofreads a variety of complex documents, including forms, memos, administrative, statistical, financial, and staff reports, and correspondence; inputs and retrieves data and text using a computer terminal; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections to drafts.
- Receives and processes subpoenas and requests for documents on behalf of the District; submits to appropriate department for response.
- Performs a variety of special projects.
- Interprets, applies, explains, and ensures compliance with Federal, State, and local laws and regulations and District policy 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 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.
- Performs other 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, contractors, and District staff.

### **Ability 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 documents for completeness and accuracy.
- 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.
- 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 the completion of twelfth (12<sup>th</sup>) grade supplemented by college-level coursework and/or risk management technical training and five (5) years of responsible administrative support experience, or two (2) years of experience equivalent to Administrative Assistant at the District.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, 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. Positions 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 25 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 upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

EFFECTIVE: January 2015  
REVISED: N/A  
FLSA: Not Exempt