



Risk Management Manager

Category: Exempt
Pay Grade: E26
Job Code: 15900

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs responsible supervisory, administrative, and technical work in the investigation, negotiation, and settlement of public liability, property damage, and bodily injury claims; develops, manages, and revises operational procedures, interpreting and applying laws and regulations, and maintaining working relationships with attorneys, physicians, insurance companies, governmental agencies, and the public.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Plans, organizes, and reviews the investigation, negotiation, and settlement of a variety of insurance claims, reviews accident reports, losses, and litigation claims, and provides subordinates and intra departmental personnel with technical advice and assistance;
- Attends and assists at depositions and hearings as a representative of the County participating in proceedings related to the County's self-insurance program;
- Investigates and follows up on claims made by and against the County;
- Negotiates with individuals, insurance companies, and attorneys to affect an equitable settlement and supervises the collection of subrogation monies;
- Monitors and evaluates Employer Liability claims (EEOC);
- Participates in annual budget preparation;
- Reviews insurance policies and participates in renewal process;
- Coordinates defense preparation with defense attorneys and various County departments in litigation;
- Reviews financial reserves necessary to administer the County self-insurance plan, reviews each claim, and calculates and changes estimated reserves as necessary;
- Reviews and recommends payments made by the County for insurance claims;
- Attends conferences, workshops, and meetings to ascertain new development or changes in laws pertaining to the insurance industry;
- Supervises, trains, assigns, and reviews work of personnel performing a variety of duties in connection with the examination and adjustment of insurance claims, including complex claims involving the potential for extensive liability;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Eight (8) years of technical and professional experience in multi-line claims adjusting that includes case management experience as team leader, supervisor, or supervisor training; or an Associate's degree with major coursework in insurance and risk management, public administration, business administration, or related field and six (6) years of experience as described above; or a Bachelor's degree and four (4) years of experience as described above; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Possession and maintenance of one or more designated Florida State insurance industry related licenses.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of the statutes, laws, regulations, and ordinances applicable to public liability, property damage, bodily injury, and workers' compensation insurance;
- Knowledge of liability claims administration and the techniques of investigation, adjustment, negotiation, and settlement;
- Knowledge of litigation preparation as related to evidence, admissible statements, and medical testimony;
- Knowledge of State of Florida Workers' Compensation Law and claim processes;
- Ability to apply computer applications and software;
- Ability to conduct effective negotiations with claimants, attorneys, and insurance carriers;
- Ability to express ideas clearly and concisely, verbally and in writing;
- Ability to analyze facts and to exercise sound judgment in arriving at conclusions;
- Ability to train and supervise the work of subordinate employees.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Visual ability: Sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: Sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: Sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Standing: Particularly for sustained periods of time.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and need.