



Insurance Manager

Category: Exempt
Pay Grade: E26
Job Code: 15906

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, professional, administrative, and technical work in the management of the insurance and contractual risk transfer division of Pinellas County's Risk Management Department. The incumbent performs independent complex work related to the review and application of insurance coverage; setting insurance requirements for vendors; managing Certificates of Insurance; premium budgeting allocations analysis; including the collection and maintenance of policy documentation/information. An employee in this class is responsible for developing, revising, and managing operational procedures. The incumbent applies and interprets industry insurance regulations, standards, policies, regulations, and practices. The position maintains working relationships with appointing authorities, responsible department officials, purchasing/procurement vendors, service providers and/or suppliers, insurance carriers, governmental agencies, employees, the public and others. Assignments require the incumbent to be a creative senior manager to lead, motivate, train and implement teamwork to achieve department objectives. Assignments are generally broad in scope with frequent opportunity for exercising independent judgment in making insurance and risk transfer decisions. Unprecedented and the most significant determinations are sometimes subject to final review and approval by the Bureau Director, Risk Management. The position may be required to take responsibility for the entire department when the director is unavailable. The position reports to the director.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Supervises, trains, assigns and reviews work of personnel performing a variety of duties in connection with county insurance program and insurance requirements in contractual risk transfer program;
- Plans, organizes and coordinates the renewal process for all insurance policies each year, including oversight and assistance in gathering exposure data, loss information, and application completion;
- Reviews insurance policies for accuracy and coordinates necessary modifications;
- Manages and assists with contract reviews as well as develops, monitors or evaluates appropriate insurance terms, conditions, and limits;
- Prepares and manages data and information for management officials, department officials, brokers, insurance companies, and the State of Florida;
- Consults with legal representatives, representatives of the insurance industry, and regulatory agencies in connection with preparation and award of contracts and other matters;
- Prepares specifications and bid information necessary for writing the request for proposals (RFP) on a diverse and broad range of insurance policies/contracts;
- Prepares specifications for Risk Department Request for Proposals (RFP) and manages department contracts for Broker Services, Risk Management Information System (RMIS), certificates tracking, and other department contracts;
- Manages the certificates of insurance from insurance brokers for the departments, directors, and management;
- Develops insurance requirements for a large range of Pinellas County RFPs from vendors/contractors.

- Reviews and monitors contracts, makes recommendations and participates in negotiations regarding insurance requirements for contractual transfer;
- Manages certificates of insurance for vendors doing business with Pinellas County;
- Discusses insurance requirements with vendors, brokers/agents, and other agencies or departments;
- Provides expert technical expertise and guidance to county agencies on liability insurance and contract laws and regulations;
- Provides technical guidance and recommend determinations to support claims adjusters on liability insurance, regulatory and legal precedence;
- Assists in the department and other department's associated with risk management related budget process;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Seven (7) years of experience in managing Property & Casualty insurance programs that includes Property, Casualty, Specialty and Professional Lines of risk insurance coverage for a Public Entity, Private Entity, Insurance Agency or Brokerage that includes supervision or supervisory training [Preference may be given to candidates with certifications such as Chartered Property & Casualty Underwriter (CPCU), Certified Insurance Counselor (CIC); Associate in Risk Management (ARM) or similar designations; or a Bachelor's degree with major course work in risk management, public administration, business administration or related field that includes three (3) 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.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate may be required to possess or obtain the Chartered Property and Casualty Underwriter (CPCU); Certified Insurance Counselor (CIC); Associate in Risk Management (ARM); and/or other Risk Management Certification within 1 year of appointment.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Knowledge, Skills and Abilities:

- Knowledge of property & casualty insurance and insurance industry, contract laws, rules, and regulations, including self-insurance regulations;
- Knowledge of workers compensation laws related to regulations, rules, and definitions, (other than claim benefit payments);
- Knowledge of risk management concept and process to understand the complexity where insurance and risk transfer fit in the process;
- Knowledge of Federal Emergency Management Association (FEMA) flood policies and rules;
- Knowledge of allocation models, experience modification factor;
- Knowledge of county operations and types of insurance risks connected with such operations;
- Ability to train and supervise the work of subordinate employees, and create a team environment;
- Ability to assess insurance needs and adequacy of existing insurance;
- Ability to establish and maintain effective and professional working relationships with employees, Board of County Commissioners, management, attorneys, outside agencies, and the general public, using tact, patience and exhibiting leadership qualities;
- Ability to apply computer applications and software including Microsoft Word and Microsoft Excel;
- Ability to communicate clearly and concisely, orally and in writing;
- Ability to plan, organize and complete projects, including delegating work;
- Ability to develop a team environment through communication and timely feedback;
- Ability to provide constructive feedback focusing on the behavior and/or issue;
- Ability to manage and adapt to change plus be creative and "think outside the box";

- Ability to lead by example and to encourage, motivate, share a vision, inspire, bring out creativity in others and be a positive influence.

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.