



CITY OF MEDFORD, OREGON

RISK MANAGER

JOB TITLE: Risk Manager	DEPARTMENT: Human Resources	
CLASSIFICATION: Exempt	POSITION #: 244	GRADE: S20
UPDATED: October 2015	<input checked="" type="checkbox"/> Approved by Human Resources Director <input checked="" type="checkbox"/> Approved by City Manager	

SUMMARY:

The Risk Manager is a standalone classification. Under direction of the Human Resources Director, this position directs, coordinates and manages all aspects of the City's risk management activities and services, such as occupational safety and liability loss control programs, and the City's commercial insurance portfolio including: Workers' Compensation, property, and liability insurance and various self-insurance programs, and associated claims. This position acts as the City's ADA Coordinator, the designated responsible employee for coordinating the City's ADA activity and carrying out the ADA grievance procedure.

The Risk Manager works to assess and identify the potential risks that may hinder the reputation, safety, security and financial prosperity of the City. This position implements processes and procedures to ensure the City is prepared to deal with and avoid potential risks, and mitigates the effects of risk which are essentially unavoidable.

ESSENTIAL DUTIES/RESPONSIBILITIES:

These duties are a representative example; position assignments may vary depending on the business needs of the department and organization. This position:

- Builds relationships with internal clients, labor organizations, vendors and other stakeholders.
- Conducts detailed risk assessments, analyzes documents, statistics, reports and market trends.
- Assesses and updates the organization's existing risk management policies and protocols, and initiates new risk management policies as needed.
- Monitors and coordinates occupational safety and health programs, including coordination of accident prevention and safety awareness training programs, conducts worksite inspections and ergonomic evaluations, maintains OSHA records, reviews accident and injury investigation reports, etc.
- Manages the City's Workers' Compensation program: oversees submission of Workers' Compensation claims, reviews and analyzes claim reports, develops return-to-work and modified duty assignments for City departments, evaluates risk and safety of reasonable accommodations under Americans with Disabilities Act (ADA) and related regulations; pursues subsidy reimbursements; maintains records and files.
- Oversees property and excess liability insurance program, negotiates coverage with insurers, manages contracts and activities of agent of record and third party administrators, and directs coverage and service.



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- Oversees self-insurance programs for primary liability and unemployment compensation, evaluates loss statistics and trends, and pursues timely resolution of claims.
- Reviews contracts from the City's operating departments, analyzes contractor insurance documentation, and considers risk potential to grant or deny insurance waiver requests.
- Ensures compliance with relevant state and federal regulations by keeping abreast of risk-related issues and attending seminars, classes, peer networking events and other training opportunities.
- Develops and administers risk fund budget, revenues, and expenses.
- Develops and implements goals and action plans and prepares related management reports.
- Represents the City to the public, in legal or administrative proceedings, or to other organizations or entities as required; advances and protects the interests of the City and its citizens.
- Fills the ADA Coordinator role for the City, as stipulated in the Americans with Disabilities Act, Title II regarding local governments. This responsibility includes:
 - Coordinating the administrative requirements of ADA compliance for the City.
 - Administering the self-evaluation of the programmatic barriers in services offered by the City.
 - Leading in the development and periodic updating of a transition plan for the City where structural changes are necessary for achieving program accessibility.
 - Management of the complaint and grievance procedure for members of the public.
- Scope of assigned area of responsibility will depend on departmental structure and is at the discretion of the Human Resources Director.
- Upholds the values of the organization and has strong customer service orientation.
- Must have the ability to handle job stress and interact effectively with others in the workplace.
- Must be honest and truthful in all tasks and responsibilities.
- Performs other related projects and duties as assigned.
- Demonstrates regular, reliable and punctual attendance.

CORE COMPETENCIES:

Supervisor / Management:

Incumbents should have a solid foundation of individual contributor core competencies identified by the organization, as well as the following core competencies identified as essential for Supervisors/Managers:

Active Listening - Effective performers offer their full attention when others speak. They listen actively, giving verbal and nonverbal cues of their interest. When the speaker has finished, they paraphrase what was said to ensure understanding.

Change Agility - Effective performers are adaptable. They embrace needed change and modify their behavior when appropriate to achieve organizational objectives. They are effective in the face of ambiguity. They understand and use change management techniques to help ensure smooth transitions.



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Conflict Management - Effective performers recognize that conflict can be a valuable part of the decision-making process. They are comfortable with healthy conflict, and support and manage differences of opinion. They thwart destructive competition or friction, and use consensus and collaboration to debate and resolve issues.

Creativity - Effective performers generate original ideas, encourage new ways of thinking, explore options, and develop innovative solutions. They challenge pre-existing conceptions and offer alternatives. They find new ways to look at old problems. They encourage others to challenge old assumptions and try innovative improvements.

Delegation - Effective performers willingly entrust work to others. They provide clear guidelines, monitor, redirect, and set limits as needed. They provide challenging assignments whenever possible, sharing the authority and providing resources and support that empower others to meet their expectations.

High Standards - Effective performers establish and model standards that guarantee exceptional quality and necessary attention to detail. They continually seek to improve processes and products, and hold staff accountable for quality. They find best practices, share them, and then improve upon them.

Influence - Effective performers are skilled at directing, persuading, and motivating others. They are able to flex their style to direct, collaborate, or empower, as the situation requires. They have established a personal power base built on mutual trust, fairness, and honesty.

Mission Focus - Effective performers understand and support the organization's mission – its core purpose for being. They believe in the mission, value it, and are committed to it. They communicate it to staff, stand behind it, and interpret its applications for others. They frequently refer to the mission and incorporate it into daily activities.

Organizing & Planning - Effective performers have strong organizing and planning skills that allow them to be highly productive and efficient. They manage their time wisely, and effectively prioritize multiple competing tasks. They plan, organize, and actively manage meetings for maximum productivity.

Relationship Building - Effective performers understand that a primary factor in success is establishing and maintaining productive relationships. They like interacting with people and are good at it. They devote appropriate time and energy to establishing and maintaining networks. They initiate contacts readily and maintain them over time. They are able to utilize relationships to facilitate business transactions.

Results Orientation - Effective performers maintain appropriate focus on outcomes and accomplishments. They are motivated by achievement, and persist until the goal is reached. They convey a sense of urgency to make things happen. They respect the need to balance short- and long-term goals. They are driven by a need for closure.



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Talent Development - Effective performers keep a continual eye on the talent pool, monitoring skills and needs of all team members. They expand the skills of staff through training, coaching, and development activities related to current and future jobs. They evaluate and articulate present performance and future potential to create opportunities for better use of staff abilities. They identify developmental needs, and assist individuals in developing plans to improve themselves. They stay proficient in appropriate talent management processes, including best practices for prospecting, recruiting, selection, orientation, and succession management.

Team Management - Effective performers create and maintain functional work units. They understand the human dynamics of team formation and maintenance. They formulate team roles and actively recruit and select to build effective workgroups. They develop and communicate clear team goals and roles, and provide the level of guidance and management appropriate to the circumstances. They reward team behavior and foster a team atmosphere in the workplace.

Written Communication - Effective performers write clearly and concisely, composing informative and convincing memos, e-mails, letters, reports, and other documents. Regardless of the format, they are able to use the written language to convey both substance and intent with accuracy.

QUALIFICATIONS/EXPERIENCE:

- Ideally, three years of risk management experience; and
- Graduation from an accredited college or university with a bachelor's degree in industrial safety, risk management, public administration, or a related field; and/or equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
- Current technical/professional knowledge of complex principles, methods, standards and techniques associated with the scope of work of a recognized profession.
 - Excellent presentation, written, verbal, and interpersonal communication skills.
 - Proficiency in computer skills including word processing, spreadsheets, reports and Internet access and ability to learn new technology effectively.
 - Technical knowledge of OSHA, ADA, and other regulations relevant to this position.
- Possession of licenses and/or certifications associated with the assignment, such as:
 - Chartered Property Casualty Underwriter (CPCU)
 - Associate in Risk Management (ARM)
 - Associate in Risk Management – Public Entity (ARM-P)
 - Occupational Health & Safety Technologist (OHST)
 - Associate Safety Professional (ASP), Certified Safety Professional (CSP)
 - Certified ADA Coordinator (CADAC)
 - ADA Coordinator Professional Associate (ADACPA)
- Requires possession of a valid driver's license by date of hire. New employees establishing resident status in the State of Oregon must obtain an Oregon driver's license within 30 days (ORS 807.020 (1)).
- Requires completion of a background investigation to the satisfaction of the City.



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PHYSICAL DEMANDS / WEIGHT DEMANDS / WORK ENVIRONMENT					
KEY	Never 0%	Seldom 1-5%	Occasionally 6-33%	Frequently 34-66%	Continuous 67-100%

Physical Demands:	0%	1 - 5%	6 - 33%	34 - 66%	67 - 100%
Sitting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Talking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hearing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Seeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climbing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling/Crouching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending/Stooping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Moving/Transporting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Pushing/ Pulling:	0%	1 - 5%	6 - 33%	34 - 66%	67 - 100%
1-10 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11-20 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21-50 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51-75 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76 -100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
>100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Lifting:	0%	1 - 5%	6 - 33%	34 - 66%	67 - 100%
1-10 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11-20 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21-50 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51-75 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76 -100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
>100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Carrying:	0%	1 - 5%	6 - 33%	34 - 66%	67 - 100%
1-25 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26-50 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50+ lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Conditions:	0%	1 - 5%	6 - 33%	34 - 66%	67 - 100%
Indoor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Outdoor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H/C Temp.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loud Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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I have read and understand the job description for my position. I am able to perform all the essential functions of this position. I agree to comply with City policies and all laws, rules and regulations related to my position.

Employee Date

I have read and reviewed this document with this employee.

Supervisor Date