



City of Irving Job Description

Risk Management Advisor

FLSA Status:	EXEMPT	Job Department:	Human Resources
Job Code:	Q131	Reports To (Job Title):	Workforce Services Manager

PURPOSE

To coordinate Workers' Compensation claims by receiving the notice from supervisors and filing necessary forms as required by the Texas Department of Insurance with third party administrator; further, this position coordinates with the appropriate departments, employees, medical providers and third party adjusters to ensure employees receive appropriate medical treatment and experience a timely return to work. Broadly, this position works with vendors to complete information needs, and provides responsible, knowledgeable, and professional support.

This position will also be responsible for handling safety matters in relation to job site analysis (JSA), catastrophic/fatal injuries, as well as, safety audits. Further, it will also conduct inspections for all major City of Irving events in relation to addressing risk and safety factors.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Advise department heads, supervisors, and employees in the interpretation and application of risk management rules, regulations, policies, procedures, and concepts, as well as, provide technical expertise on risk management issues.
- Assess prevailing/best practices and trends through the exchange and analysis of information from other agencies and professional organizations.
- Assist city-wide Safety Review Committee in scheduling and setup of meetings, and provide information regarding injury trends and recommendations.
- Collaborate with the Talent Development Administrator to assess departmental Risk Management training needs.
- Develop and implement audit and job safety analysis (JSA) tailored to the City of Irving, along with customized risk management and safety plans for departments, tailored to operational workflows.
- Conduct safety inspections for all major City of Irving events, inspecting for any safety and risk concerns.
- Evaluate unusual and difficult issues and challenges concerning risk management programs and processes; develop, recommend, and/or implement solutions, especially in unique situations.
- Follow progress of employees working modified duty, employees losing time, and employees requiring treatment, which includes customer service inquiries from employees, departments, treating doctors, third party administrator (TPA), etc.
- Interpret and apply policies and procedures to ensure coordination between written policy and actual practice, and infer policy intent in the absence of applicable or clear procedural guidelines; compose and review policies and make recommendations for procedure changes and policy revisions.
- Maintain, collect, update, and advise on the revision of Key Performance Indicators (KPIs) for the Risk Management division of Human Resources.

- *As assigned*, maintain Risk Management records, utilizing digital imaging software when appropriate, and ensuring compliance with records retention schedules.
- Make presentations to employees, departmental management, and others concerning Risk Management policies, costs, trends, competitiveness, etc.
- Develop and implement complex risk management programs; plan, conduct studies, and make approved revisions to ensure their effectiveness.
- Remain abreast of trends and emerging innovations in the areas of Risk Management.
- Resolve city employees' Risk Management complaints regarding safety and workers compensation.
- Interact with the City Attorney's Office (CAO) regarding workers' compensation and safety laws and regulations.

OTHER DUTIES AND RESPONSIBILITIES

- Assist with response to open records requests and a variety of surveys and questionnaires from outside entities.
- Assist with and supports City-wide special events and special projects related to human resources.
- Perform related duties as assigned.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 1-5 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Assist with development, administration and expenditure monitoring of work unit.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Bachelor's degree in risk management, insurance or a related field of study.

EXPERIENCE

- Two (2) years of workers' compensation and safety experience, with a background in claims handling.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, state-issued driver's license, or ability to obtain upon hire, is required.
- Certified defensive driving instructor - must obtain within one (1) year of hire.
- Certified CPR and First Aid Instructor - must obtain within one (1) year of hire.

KNOWLEDGE OF

- Personnel and Human Resources: Policies and practices involved in all aspects of personnel/human resource functions; records management procedures and policies.
- HR/Risk Management Policy: Key government codes and administrative agencies' regulations pertinent to human resources (HR), especially as relates to sound Risk Management practices.
- Confidentiality: Methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Communications: Techniques and methods of communication, including alternative ways to inform and entertain via written, oral, and visual media.
- Applied Math: Concepts such as fractions, percentages, ratios, and proportions.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Reporting: Researching, analyzing, and compiling data and preparing concise documents, which includes utilizing advanced computer office skills in Word, Excel, Access, as well as, when querying databases to extract data for reporting and analysis.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand. This includes routine reports, correspondence, and pre-set formats.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Persuasion: Convincing others to approach things differently.
- Judgment & Decision-Making: Weighing the relative costs / benefits of a potential action.
- Social Perceptiveness: Being aware of the reactions of others and understanding why they react the way they do.

GUIDANCE RECEIVED

Priorities and Policies

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

This position interacts with city employees, citizens and applicants, other municipalities, and outside agencies.

EQUIPMENT AND PROPERTY

This position utilizes a computer and other general office equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee is constantly required to listen, see, sit, stand, and talk. Frequently, s/he is required to grasp and walk. Occasionally, s/he is required to drive a vehicle and lift up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment usually is low.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.