



City of Irving Job Description

Risk Management Specialist

FLSA Status:	EXEMPT	Job Department:	Human Resources
Job Code:	Q141	Reports To (Job Title):	Workforce Services Manager

PURPOSE

Responsible for coordinating 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.

Further, this position is responsible for coordinating all other claims against the City by communicating necessary steps for submitting claims and working with the Third Party Administrator to ensure claims are paid when approved. Utilizing industry standards and guidance provided by the Workforce Services Manager, this position gathers facts pertinent to safety matters with the City, reviews major losses, and facilitates the adoption and inculcation of safety practices at city facilities and events. This role is distinguished from the Risk Management Advisor, which takes a more independent approach, conducting job site analysis (JSAs) as needed and providing subject-matter coordination in such matters.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Work with Workforce Services Manager to advise department heads, supervisors, and employees in the application of Risk Management techniques to reduce, transfer, or avoid different types of risk.
- Assesses prevailing/best practices and trends through the exchange and analysis of information from other agencies and professional organizations.
- Assist in planning of, and provide coordination for, Annual Employee Safety Fair event promoting safety for City employees.
- Assist City-wide Safety Review Committee in scheduling and setup of meetings, and provide information as needed.
- Conduct safety inspections for all major City of Irving events, inspecting for any safety and risk concerns.
- Order training supplies and equipment, coordinate training instructor renewals and training organization memberships, use assigned purchasing card and maintain allocation records, and monitor general fund and self-insurance fund budget accounts.
- Assist citizens with liability claim filing needs; answer telephones and direct callers or walk-ins to proper source, providing general information internally and externally.
- Interpret and apply policies and procedures to ensure coordination between written policy and actual practice; compose and review policies and make recommendations for procedure changes and policy revisions.
- Develop customized risk management and safety plans for departments, tailored to operational workflows.

- Assess departmental needs regarding liability mitigation and report to Risk & Benefits Analyst and/or Workforce Services Manager.
- Process reports of injury and state required forms for workers' compensation and submit to third party claims administrator (TPA).
- Follow progress of employees working modified duty, employees losing time, and employees requiring treatment; includes customer service inquiries from employees, departments, treating doctors, TPA etc.
- Maintain and update, and archive as needed, files for employees' workers compensation employee injuries, training, and contracts.
- Process weekly TPA wire requests for self-insurance funded checks for workers' compensation payments and liability claim expenses, and maintain reconciliation records with check registers.
- *As needed*, process purchase orders for vendors services and City department damage insured repairs, and deposit claim recovery funds to correct accounting strings for various departments.
- Review payroll reports to confirm employees' workers compensation time codes are submitted correctly.
- Resolve City employees' Risk Management complaints.
- Make presentations to employees, departmental management, and others concerning Risk Management policies, costs, trends, competitiveness, safety, etc.
- Remain abreast of trends and emerging innovations in the areas of Risk Management

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

Supervisory responsibility is not a regular part of the position.

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 a relevant field of study; *or*
- An equivalent qualification, *such as* an Associate's in a related field of study and two (2) years of additional experience

EXPERIENCE

- Minimum of one (1) year of experience in risk management, workers' compensation, safety, or other related fields.

CERTIFICATES, LICENSES, REGISTRATIONS

- ARM, CRM, CPCU, CIC, CSP, ASP, OHST, or other industry designation are *preferred*, but not required.

KNOWLEDGE OF

- Personnel and Human Resources: policies and practices involved in all aspects of personnel/human resource functions; records management procedures and policies.
- Key government codes and administrative agencies' regulations pertinent to human resources, 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

General Standards

A range of professional standards and methods guide completion of assignments and decisions made. Adherence to policy, City procedures and general supervisory direction is expected. Position incumbents are responsible for making recommendations about changes to methods, procedures and policies and helping to implement changes.

OUTSIDE CONTACTS

City employees, citizens and applicants, other municipalities, outside agencies.

EQUIPMENT AND PROPERTY

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 constantly is required to listen, see, sit and/or stand. Frequently, s/he is required to grasp, handle, feel, reach, and/or talk. Occasionally, s/he is required to drive a vehicle and/or 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 is usually 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.