



HUMAN RESOURCES DEPARTMENT City of San Luis

RISK AND PROPERTY MANAGEMENT

DEFINITION:

Under general supervision, administers and manages the City's risk management program; receives, investigates and resolves claims; coordinates safety and risk control activities; and performs other related duties as required.

DUTIES AND RESPONSIBILITIES:

The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.

- Administers property damage claims process; investigates claims, negotiates and resolves cases within scope of designated authority.
- Works with insurance companies to resolve claims and serves a liaison with insurance carriers.
- Reviews incident reports, compiles data, and develops risk analysis and loss control tracking reports; develops recommendations to address trends.
- Maintains City's insurance policy information; responds to requests for certification.
- Coordinates site visits with insurance providers.
- Performs general research, completes special projects, and prepares reports.
- Supports the relationship between the City of San Luis and the public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and City staff; promotes the City goals and priorities, and complies with all City policies and procedures.
- Develops and implements the organization's risk management program; mitigates risks; ensures compliance with state and federal laws and accreditation standards related to safety and risk management.
- Plans, organizes and directs Risk Management activities including the workers' compensation program, general liability, loss control, occupational medical, property, and other related insurance programs
- Reviews and assesses risk management policies and protocols; makes recommendations and implements modifications and improvements.
- Establishes policies and procedures to identify and address risks in the organizations services and departments.
- Leads, facilitates, trains and advises department in designing risk management programs within their own departments.
- Assists in processing summonses and claims against the facility; coordinates with counsel on the investigation, processing, and defense of claims against the City.
- Administers and coordinates Workers' Compensation program; investigates claims; processes Workers' Compensation claims and coordinates medical assistance for city employees.
- Oversees the City of San Luis safety and health programs and processes.



HUMAN RESOURCES DEPARTMENT City of San Luis

- Ensures compliance with government agency funding and subsidy for the property.
- Maintains absolute confidentiality of work-related issues and City information; performs other duties as required or assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles, practices, and techniques of establishing, maintaining, and modifying a comprehensive risk management program.
- Principles and practices of risk management, risk transfer and asset protection programs relating to general and financial liability protection.
- Practices of risk management, accident investigation, and claim administration.
- Methods and techniques of statistics, data collection, analysis and data presentation.
- Pertinent federal, state and regulations, accreditation standards.
- City organization, operations, policies and procedures.
- Modern office procedures and computer equipment.
- Business English, and report preparation.
- Principles and practices of organizational analysis and management.

Ability to:

- Processing and evaluating insurance claims.
- Develop, implement, and coordinate effective programs for safety and training.
- Analyze and interpret a variety of complex insurance and legal documents.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Interpret and apply City and department policies, procedures, rules, and regulations.
- Gain cooperation through discussion and persuasion.
- Communicating effectively verbally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Use and interpret Safety Data Sheets, Manual on Uniform Traffic Control, AZ Archives & Public Records Manual, Safety Programs Manuals, Manufacturers Equipment Manuals, Insurance Certificates and policies.



HUMAN RESOURCES DEPARTMENT City of San Luis

MINIMUM QUALIFICATIONS:

Education, Training and Experience:

Graduation from an accredited four-year college or university with a bachelor's degree in Business Administration, Public Administration or closely related area of study. Job related experience may substitute for the required education on year-for-year basis. Three (3) years' experience in one or more of the following fields: risk management, quality improvement, business administration, legal support or insurance claims investigation.

LICENSES AND CERTIFICATES:

A valid driver license is required at the time of application. A valid Arizona driver license is required at the time of appointment and must be maintained throughout employment.

Special Requirements:

- Bilingual in Spanish preferred.
- Residency within 25 miles of San Luis and within the US required, San Luis residency preferred.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, walk and stand; walk occasionally on uneven terrain; talk and hear; use hands to finger, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is frequently required to lift up to 10 pounds unaided.

Specific vision abilities required for this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; uses math and mathematical reasoning; performs highly detailed work; deals with multiple concurrent tasks; and interacts with others encountered in the course of work, including frequent contact with customers and/or the public and dissatisfied/abusive individuals.

Work Environment:

The employee works in an office environment where the noise level is usually quiet. Certain positions within the classification may require availability to work flexible schedule.



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