



TITLE: RISK MANAGEMENT SPECIALIST

JOB CODE: 12

GENERAL DESCRIPTION OF DUTIES

As a member of the Human Resources Department, the Individual in this position manages the city's risk management functions, including safety, auto, and general liability insurance, claims management, accident investigations, consultation, loss prevention, training, implementation, and coordination of insurance contracts, and program development associated with all aspects of property insurance. Employees in this position function at a paraprofessional level to accomplish assigned functions according to established schedule, calendars, projects, and programs of the Human Resources Department. Primary responsibility will be to manage all claims, calls, and emails associated with the Risk Management program. Ensures compliance with all federal, state, and local policies and procedures related to risk management. This individual also acts as a consultant and advisor to departments/divisions in a variety of workplace safety areas. Work requires exercising considerable independent judgment and initiative. Performs related work as directed.

SPECIFIC DUTIES AND RESPONSIBILITIES

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Receives inquiries and requests from employees and the public. Through friendly, professional customer service skills, ascertains the needs of the customer and provides appropriate assistance and information; responds to escalated customer service issues.
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- Maintain the City of Palm Coast Risk Management Program.
- Handles all risk management duties to include property, casualty and auto insurance.

- Responsible for coordinating the investigation and review of incidents involving risk claims, property and equipment.
- Processes liability claims; administers audits and assists insurance adjusters with property and liability claims.
- Works with employees and vendor representatives, resolves claims questions and issues according to established plan documents and standards.
- Develops and implements related policies, procedures, and practices based upon established best practices as needed.
- Enforce risk and safety-related policies/procedures established by the City of Palm Coast.
- Administers audits and assists insurance adjusters with property and liability claims.
- Assists with the development and implementation of required trained programs.
- Audits and supports the application of the random drug testing program, and other related programs.
- Operates in compliance with HIPAA, FMLA, and other related laws/regulations.
- Ensures delivery of excellent and timely customer service to related City personnel, citizens, and/or vendors.
- In coordination with senior staff, assists with preparing related documents and files as needed in defense of insurance claim litigation.
- Organizes and assists with City-wide risk reviews and assessments.
- Participates in the City's Safety Team, assists with City-wide risk and safety training, and integrates all activities toward achievement of City risk and safety goals/objectives.
- Performs a wide range of routine and non-routine administrative tasks assisting with daily operations and efficiency of the Human Resources Department.

All Human Resources employees are required to maintain confidentiality and comply with all applicable laws related to such. Performs related work as required.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's Degree; supplemented by two (2) years progressively responsible experience in insurance, risk management, safety, and/or worker's compensation; or an equivalent combination of education, training and/or experience.



LICENSES, CERTIFICATIONS, OR REGISTRATIONS

Must possess and maintain a valid Florida Driver's License.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to understand and follow written and oral instructions.
- Thorough knowledge of generally accepted purchasing principles, established procedures, departmental guidelines, and regulatory requirements applicable to the work.
- Ability to understand procedures for the utilization of vendor catalogues, commercial registers, directories, office files, and other resources for the procurement of goods.
- Ability to read, update, evaluate, and maintain various records and files.
- Ability to access, operate, and maintain various software applications.
- Ability to clearly communicate information both verbally and in writing.
- Ability to operate basic office equipment, e.g., computer terminals, printers, copy machines, telephone systems.
- Ability to establish and maintain effective working relationships with all City personnel, departmental personnel and supervisors, and vendors.

PHYSICAL REQUIREMENTS

- Tasks while performing the essential functions of this job include the ability to exert light physical effort from sedentary to light work. There is frequent need to sit, stand, walk, talk, hear, distinguish between shades of color, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl.
- Additionally, work may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (25 pounds).
- While performing the essential functions of this position the employee is rarely exposed to disagreeable environmental factors

The City of Palm Coast, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The City of Palm Coast, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

