

Water Authority Position Description

RISK PROGRAM MANAGER

Status	Position Code	Level	Date
APPROVED	RKPM	P29	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY

TO PLAN, DIRECT, MANAGE AND OVERSEE THE ACTIVITIES AND OPERATIONS OF THE RISK MANAGEMENT DIVISION INCLUDING WORKERS COMPENSATION AND GENERAL LIABILITY CLAIMS ADMINISTRATION, LOSS PREVENTION, AND INSURANCE ACQUISITION; TO COORDINATE ASSIGNED ACTIVITIES WITH OTHER DIVISIONS, DEPARTMENTS AND OUTSIDE AGENCIES. COORDINATE AND RESPOND TO AUDITOR COMMENTS/FINDINGS TO ASSURE ABCWUA COMPLIANCE WITH STATUTES AND REGULATIONS CONCERNING FINANCE, INSURANCE AND CLAIMS.

MIN EDUCATION & EXPERIENCE REQ

BACHELOR'S DEGREE FROM AN ACCREDITED COLLEGE OR UNIVERSITY IN GENERAL BUSINESS/ACCOUNTING/FINANCE PLUS FIVE (5) YEARS OF DIRECTLY RELATED EXPERIENCE IN A FIELD RELATED TO RISK MANAGEMENT (RISK MANAGER/RISK FINANCE/ PROPERTY & CASUALTY INSURANCE/CLAIMS ADMINISTRATION OR LOSS PREVENTION). TWO (2) OF THE FIVE (5) YEARS MUST BE IN A SUPERVISORY POSITION.

ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP)
 POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE
 ASSOCIATE IN RISK MANAGEMENT IS PREFERRED

SUPERVISION RECEIVED/EXERCISED

MINIMAL SUPERVISION AT THE DIRECTION OF SENIOR MANAGEMENT.
 EXERCISE DIRECT SUPERVISION OVER SAFETY LOSS PREVENTION AND CONTROL STAFF.

ESSENTIAL FUNCTIONS

1. MANAGES PROGRAM ELEMENTS TO ASSURE THE ACHIEVEMENT OF WUA GOALS AND OBJECTIVES.
2. DEVELOPS AND RECOMMENDS TO THE EXECUTIVE STAFF STRATEGIES TO MINIMIZE EXPOSURE OF WUA EMPLOYEES, WUA ASSETS AND THE COMMUNITY SERVED TO PERSONAL OR BODILY INJURY OR PROPERTY DAMAGE/LOSS ARISING OUT OF THE WUA OPERATIONS.
3. PROVIDES OVERSIGHT AND COMMUNICATION TO FACILITATE THE EFFECTIVE AND EFFICIENT IMPLEMENTATION OF THE RISK MANAGEMENT PROGRAM.
4. SECURES AN INSURANCE AGENT OF RECORD; PROVIDES THEM WITH OPERATIONAL AND LOSS INFORMATION; CONDUCTS ANALYSIS TO DETERMINE WHETHER TO ACQUIRE SPECIFIC INSURANCE POLICIES OR TO RETAIN THE RISK OF FINANCIAL LOSS; AND, MAKE RECOMMENDATIONS TO THE EXECUTIVE STAFF REGARDING INSURANCE POLICIES TO BE PURCHASED VS RETAINED RISKS (SELF-INSURANCE).
5. COORDINATE AND/OR MAINTAIN RECORDS OF CLAIMS FILED IN SUFFICIENT DETAIL TO PERFORM AND CONDUCT COMPLEX ANALYSIS OF LOSSES INCURRED.
6. DEVELOPS AND RECOMMENDS THE TACTICAL (1 YEAR) AND STRATEGIC (5 YEAR) OPERATING BUDGET IN SUPPORT OF THE RISK MANAGEMENT PROGRAM.
7. SECURES AN ACTUARY AND PERFORMS FINANCIAL ANALYSIS TO VERIFY ITS RESULTS AND ASSURE THAT FINANCIAL RESERVES ARE ADEQUATE AND THAT SHORT AND LONG TERM CLAIM LIABILITIES ARE PROPERLY VALUED WITHIN THE WUA'S CAFR.
8. SECURE PROFESSIONAL SERVICE AGREEMENTS; MONITOR ADHERENCE TO CONTRACT TERMS; AND, APPROVE INVOICE REQUESTS FOR PAYMENT.
9. MONITOR AND MAINTAIN RECORDS RELATED TO CERTIFICATES OF INSURANCE REQUIRED BY TERMS IN CONTRACTS WITH VARIOUS VENDORS.
10. MONITOR ACCOUNTS, REVIEW AND APPROVE REQUESTS FOR REIMBURSEMENT AND OPERATING EXPENSES RELATED TO THE RISK MANAGEMENT PROGRAM.
11. COORDINATE, MONITOR AND IMPLEMENT WUA CONTRACTS WITH THIRD PARTY ADMINISTRATORS/INSURANCE UNDERWRITER ADJUSTERS. COORDINATE WITH THE INSURANCE AGENT OF RECORD TO PROVIDE NOTIFICATION OF CLAIM(S) TO UNDERWRITERS.
12. ASSURE THE WUA MAINTAINS COMPLIANCE WITH NEW MEXICO STATUTORY REQUIREMENTS AND ADMINISTRATIVE REGULATIONS AND REPORTING REQUIREMENTS OF INTERNAL AUDITORS, EXTERNAL AUDITORS, WCA AND OSHA.

13. INVESTIGATE AND COORDINATE THE APPROPRIATE RESOLUTION OF EMPLOYEE COMPLAINTS REGARDING RISK MANAGEMENT PROGRAMS AND FUNCTIONS.

14. DEVELOP AND RECOMMEND A SETTLEMENT POLICY FOR APPROVAL BY THE EXECUTIVE DIRECTOR. IMPLEMENT THE APPROVED POLICY AND MAINTAIN APPROPRIATE RECORDS DOCUMENTING ADHERENCE WITH THE POLICY.

15. DEVELOP AND RECOMMEND A FIELD RESPONSE POLICY FOR THE APPROVAL OF THE CHIEF OFFICER. COORDINATE, MONITOR AND IMPLEMENT THE APPROVED POLICY.

16. PROVIDE NOTICE AND CLAIM INFORMATION TO THE WUA'S GENERAL COUNSEL OF THE NEED TO OBTAIN DEFENSE COUNSEL.

17. PREPARE, DISTRIBUTE AND REVIEW CLAIM LOSS INFORMATION TO ASSIST OPERATING DIVISION TO IMPROVE OPERATING PERFORMANCE.

SUPPLEMENTAL FUNCTIONS

1. STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELD OF RISK MANAGEMENT.

2. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

PREFERRED KNOWLEDGE

OPERATIONS, SERVICES AND ACTIVITIES OF A COMPREHENSIVE RISK MANAGEMENT PROGRAM INCLUDING WORKERS COMPENSATION, GENERAL LIABILITY, SAFETY, AND EMPLOYEE ASSISTANCE BENEFITS
PRINCIPLES AND PRACTICES OF A COMPREHENSIVE RISK MANAGEMENT PROGRAM
PRINCIPLES AND PRACTICES OF PROGRAM DEVELOPMENT AND ADMINISTRATION
ALTERNATIVE METHODS OF STRUCTURING AND FINANCING RISK MANAGEMENT PROGRAMS
PRINCIPLES, PRACTICES, RULES AND LAWS GOVERNING GOVERNMENTAL LIABILITY TO EMPLOYEES AND THE GENERAL PUBLIC
METHODS OF MITIGATING OR ELIMINATING FINANCIAL CONSEQUENCES OF WORKERS COMPENSATION OR GENERAL LIABILITY CLAIMS AGAINST THE WATER AUTHORITY
INSURANCE COVERAGE FOR MUNICIPALITY NEEDS
PRINCIPLES AND PRACTICES OF MUNICIPAL BUDGET PREPARATION AND ADMINISTRATION
PRINCIPLES OF SUPERVISION, TRAINING AND PERFORMANCE EVALUATION
PERTINENT FEDERAL, STATE, AND LOCAL LAWS, CODES AND REGULATIONS

PREFERRED SKILL/ABILITY

PLAN, ORGANIZE, DIRECT AND COORDINATE THE WORK OF LOWER LEVEL STAFF
SELECT, SUPERVISE, TRAIN AND EVALUATE STAFF
DELEGATE AUTHORITY AND RESPONSIBILITY
ANALYZE ALTERNATIVE MEANS OF STRUCTURING AND FINANCING RISK MANAGEMENT PROGRAMS
EVALUATE FINANCIAL CONSEQUENCES OF RISK EXPOSURE IN A COMPREHENSIVE RISK MANAGEMENT PROGRAM
ANALYZE AND ASSESS PROGRAMS, POLICIES AND OPERATIONAL NEEDS AND MAKE APPROPRIATE ADJUSTMENTS
INTERPRET AND APPLY COMPLEX LAWS, POLICIES, REGULATIONS AND ORDINANCES IN THE RESOLUTION OF WORKERS COMPENSATION AND GENERAL LIABILITY CLAIMS
MEDIATE AND NEGOTIATE SOLUTIONS TO COMPLEX ISSUES RELATED TO EMPLOYEE SAFETY AND HEALTH AND WELLNESS, AND RESOLUTION OF HIGH IMPACT CLAIMS AGAINST THE WATER AUTHORITY
ANALYZE RISK POTENTIAL AND MAKE APPROPRIATE RECOMMENDATIONS
RESPOND TO COMMUNITY AND ORGANIZATIONAL ISSUES, CONCERNS AND NEEDS
DEVELOP AND ADMINISTER PERFORMANCE GOALS, BUDGETARY OBJECTIVES AND CITY PROCEDURES
PREPARE CONCISE ADMINISTRATIVE FINANCIAL REPORTS, AS WELL AS LOSS HISTORY AND CLAIM ANALYSIS REPORTS FOR DEPARTMENTS

PREPARE AND ADMINISTER LARGE AND COMPLEX BUDGETS
ANALYZE PROBLEMS, IDENTIFY ALTERNATIVE SOLUTIONS, PROJECT CONSEQUENCES OF PROPOSED ACTIONS AND IMPLEMENT RECOMMENDATIONS IN SUPPORT OF GOALS
RESEARCH, ANALYZE AND EVALUATE NEW SERVICE DELIVERY METHODS AND TECHNIQUES
INTERPRET AND APPLY FEDERAL, STATE AND LOCAL POLICIES, LAWS AND REGULATIONS
COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING
ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE CONTACTED IN THE COURSE OF WORK
MAINTAIN MENTAL CAPACITY WHICH ALLOWS THE CAPABILITY OF MAKING SOUND DECISIONS AND DEMONSTRATING INTELLECTUAL CAPABILITIES
MAINTAIN MENTAL CAPACITY WHICH ALLOWS FOR EFFECTIVE INTERACTION AND COMMUNICATION WITH OTHERS

WORKING CONDITIONS

OFFICE ENVIRONMENT; EXPOSURE TO COMPUTER SCREENS.

PHYSICAL REQUIREMENTS

SIT AT A DESK FOR EXTENDED PERIODS. USE TYPICAL OFFICE EQUIPMENT SUCH AS COMPUTER, PHONE, COPIER, SCANNER, PRINTER, ETC. OPERATE A NON-COMMERCIAL CLASS VEHICLE.