

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: RISK MANAGEMENT ANALYST

DATE: 7/1/2023

JOB CODE: 51850

FLSA STATUS: EXEMPT

UNIT REPRESENTATION: MID-MGMT

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DUTIES SUMMARY

Under general direction, to plan, coordinate, and administer the Department's liability and property insurance programs; perform professional level duties and responsibilities involved in investigating, evaluating, and settling, including negotiations (where applicable), all liability-related and property claims and lawsuits against the City of San Bernardino Municipal Water Department.

DISTINGUISHING CHARACTERISTICS

The class of Risk Management Analyst is a specialized, single incumbent class. Supervision is received from the Director of Environmental and Regulatory Compliance or designee. Assigned programs include, but are not limited to, liability and property insurance. Performance of work requires the use of considerable independence, initiative, and discretion within broad guidelines. The incumbent exercises regular and substantial independent judgment and procedural knowledge in performing work requiring interpretation of rules, regulations, procedures, policies, and guidelines.

EXAMPLES OF DUTIES

The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:

- Investigate and develop standard operating procedures consistent with the Department's Claims Handling Policy for evaluating and defending liability and property claims; prepare claim files; interview employees involved in incidents and/or accidents that may instigate claims against the Department; photograph injuries and property damage; preserve potential evidence; work with insurers, claim adjustors and attorneys on claim/lawsuit defense for the Department.
- Respond to inquiries from the public regarding complaints against the Department that may result in a claim or lawsuit; prepare reports on all investigations for management review.
- Work with the Safety Manager and Analysts on investigations; Ensure proper documentation of accidents and/or incidents are documented by the involved employee as soon as possible

- Work with the Department's Contract Administrator and/or the Engineering Project Managers to ensure all Department contractors have current insurance as per their contract with the Department.
- Investigate, analyze, and assist with all subrogation claims. Actively seek to collect on Department damaged property losses when non-Department parties are at fault.
- Coordinate with the Safety Manager and staff in identifying liability exposure and provide loss prevention measures where feasible.
- May represent the Department in court or at mediations. Assist attorneys with coordination of witness preparation.
- Track all liability and property litigation;
- Identify and report all liability and/or property claims to insurers in a timely manner.
- Track insurance retentions and possible encumbrances due to claims quarterly in a claims management tracking system.
- Prepare claim loss reports for management.
- Request police reports for all vehicle accidents where property damages and/or injuries have occurred.
- Assess claims for acceptance or denial by the Department and provide recommendations to the Water Board, General Manager, City Attorney and Director of Environmental & Regulatory Compliance.
- Answer questions and provide information, when necessary, on insurance coverage, claims, policies and procedures.
- Ensure release of liability forms are completed when claims are settled out of court.
- Communicate with Department staff and obtain all necessary information for casualty, employment practices legal liability, crime, cyber, pollution legal liability, automobile, earthquake, and excess insurance coverage.
- Participate in meetings with insurance brokers and insurance company representatives.
- Conduct field investigations and coordinate with necessary staff and others to expedite claim process.

QUALIFICATIONS

Any combination of education, training and experience that would likely provide the knowledge, skills and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Proper English usage, spelling, grammar, and punctuation;
- Advanced record keeping methods;
- Mid-level computer operation skills, including word processing, database programs, spreadsheets, electronic mail, and Department utilized software application programs;
- Principles and practices of leadership and training techniques;
- Principles and practices of public relations.

Ability to:

- Develop, implement and administer insurance and claims management programs;
- Interpret and analyze laws, regulations, and procedures applicable to California insurance and legal proceedings for lawsuits;
- Assist in the development and implementation of goals, objectives, policies and procedures of the Department
- Coordinate preparation of correspondence, reports, staff reports, forms, lists, schedules, and related documents from rough draft and/or from oral or written direction independently requiring use of judgment based upon a thorough knowledge of the functions and procedures of the Department;
- Survey Department facilities and equipment with Safety Manager or Safety Staff to determine if risk mitigation measures are necessary;
- Investigate and analyze incident reports and complaints involving Department personnel, facilities or equipment, provide management with recommendations for resolutions to any risk noted.
- Maintain comprehensive records;
- Provide courteous and expeditious customer service to insurance representatives, the general public, and City and Department staff;
- Coordinate with City staff and other utilities on claim investigations;
- Manage and participate in the development and administration of the section's annual budget;
- Identify needs and recommend the use of independent consultants as necessary to assist the Department with risk mitigation projects;
- Operate Department vehicles and other equipment as required; and
- Perform other related duties as required.
- Conduct investigations for incidents, accidents and/or injuries, and prepare investigation and reports;
- Effectively represent the Department with insurance representatives, attorneys, claimants, defendants and the public.
- Review and understand insurance-related terminology and California laws as they relate to insurance coverage, civil claims and lawsuits.
- Understand, interpret, explain, apply, and adhere to Department Personnel Rules and Memoranda of Understanding (MOUs);
- Exercise independent judgment within general policy guidelines;
- Make accurate mathematical computations;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Effectively communicate and interface with staff members from within the Department;

- Understand and carry out oral and written instructions;
- Establish and maintain complex filing systems;
- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier;
- Operate a vehicle observing legal and defensive driving practices;
- Respond to call-out or emergencies as required; handle emergency situations as directed.

MINIMUM QUALIFICATIONS

Education: Bachelor's degree from an accredited college or university;

And

Experience: Three (3) years of increasingly responsible experience in insurance acquisition or claims management

And

Certification: Associate in Risk Management Certification required within 24 months of employment

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid Class "C" California Driver's License. For out of state applicants, a valid Driver's License is required, and a valid Class "C" California Driver's License must be obtained within ten (10) days of appointment (CA Vehicle Code 12505c).

An employee within this classification may be designated as a "key responder" and as such shall be required to respond to non-normal working hour emergency operational conditions.

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

Work involves exposure to potential physical harm, hazardous chemicals, and infectious disease including smoke, fumes, gas, treated water, high frequency noise, dirt, dust, grease, oil, chemicals, solvents and toxic agents. Incumbents need to be able to tolerate unpleasant odors, wet conditions, and uncomfortable climatic conditions. Incumbents must be able to work under moderate stress conditions. There is frequent need to stand, sit, stoop, walk, and perform other similar actions during the course of the workday.

Incumbents require sufficient mobility to work in an office and/or field setting and operate office equipment, transport materials and supplies weighing up to 25 pounds, and to travel to various locations. Must be able to see in the normal visual range with or without correction with vision sufficient to read small print, computer screens and other printed documents. Must be able to hear in the normal audio range with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Job Description:

Board Approved:

7/25/2023

Testing Standards: App Review/Supp App Review