SPARTANBURG COUNTY, SOUTH CAROLINA
JOB DESCRIPTION, MAY 2014

JOB TITLE: RISK MANAGER
RISK MANAGEMENT DIVISION

SPECIFIC STATEMENT OF JOB

Under limited supervision, plans and coordinates the implementation and administration of a comprehensive risk management program for the Spartanburg County government, including the identification and treatment of potential loss exposures, and the design and/or administration of safety programs to prevent or minimize loss from employee injuries. Performs related administrative and professional work as required.

ESSENTIAL JOB FUNCTIONS

Plans, coordinates and directs the implementation and administration of a comprehensive risk management program for Spartanburg County.

Develops and manages the division’s annual budget.

Develops and implements employee safety and risk management policies and procedures.

Evaluates and makes recommendations to County administrator on liability and risk management strategies and techniques. Compiles data to project expected claims costs and ensure the adequacy of County reserves to fund claims.

Administers the liability insurance programs and identifies potential loss exposures related to Worker’s Compensation, property and general liability.

Coordinates the negotiation of all property and casualty insurance programs for favorable coverage and costs; reviews contracts for appropriate language and compliance with applicable standards.

Monitors the claims process with current carriers; initiates and processes claims for injured workers, damage to property owned by the County, claims by citizens for general liability issues, etc.; works with insurance adjusters for all lines of coverage to process, handle and resolve claims filed; works with medical providers to follow up on treatment for Worker’s Compensation claimants, obtain office notes, provide insurance coverage information, and ensure proper billing.

Collaborates with attorneys to resolve litigation filed against Spartanburg County.

Coordinates the County-wide safety program, which includes safety training, safety awareness and incentive programs, and staff support for the Safety Committee.

Conducts safety audits and inspections; investigates and analyzes accidents involving County employees, equipment or property to ascertain causes; prepares related recommendations and reports.

Coordinates the development and maintenance of the employee safety handbook and employee safety manual.

Coordinates emergency evacuation drills.

Confers with department heads and supervisors concerning liability and safety matters and worker’s compensation issues.
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Stays abreast of any changes in OSHA standards; assists departments in compliance with standards. Maintains OSHA guidelines and records.

Coordinates division activities and functions with those of other County departments and divisions, and outside agencies as appropriate.

Maintains all safety/insurance records as required by federal, state and local regulatory agencies.

Conducts and attends various meetings as required.

Receives and responds to inquiries, concerns, complaints and requests for assistance from employees, citizens and others regarding risk management, insurance and safety matters.

Provides instruction and guidance to clerical support staff.

Receives and reviews various records and reports including Workers Compensation reports, accident reports, incident reports, injury reports, invoices, medical bills, settlement checks, safety documentation and rosters, inspection forms, budget documents, training materials, insurance claims, litigation documentation, memos, correspondence, etc.

Prepares and/or processes injury and property reports, claims, requisitions, inspection reports, Safety Committee records, budget documents, memos, correspondence, etc.

Refers to policy and procedure manuals, computer manuals, codes and ordinances, laws, regulations, safety guidelines, insurance policies, training manuals, etc.

Operates a vehicle and a variety of equipment such as a computer, printer, fax machine, copier, calculator, telephone, typewriter, scanner, audio-visual equipment, etc.

Uses clerical and computer supplies.

Interacts and communicates with various groups and individuals such as the immediate supervisor, other administrative staff and department heads, all other County employees, Safety Committee members, other government agencies, sales representatives, attorneys, insurance company representatives and administrators, medical personnel, and the general public.

NON-ESSENTIAL JOB FUNCTIONS

Performs general administrative/office duties as required, including typing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, ordering supplies, answering the telephone, etc.

Performs related duties as required.
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EDUCATION, EXPERIENCE AND CERTIFICATION REQUIREMENTS

Requires a Bachelor’s degree in business administration, public administration, risk management or related field supplemented by two to three years of responsible experience in risk management, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities. Must possess a valid state driver’s license.

ADA REQUISITES

Physical Requirements: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving direction and instruction from supervisor and giving instructions / training to co-workers.

Language Ability: Requires ability to read a variety of policies and procedures, insurance documents, laws, regulations, etc. Requires the ability to prepare budget documents, various reports, records, correspondence, etc. with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Requires the ability to apply influence systems in employee training; to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to teach employees. Must be able to communicate effectively and efficiently in a variety of technical and/or professional languages including risk management, safety, insurance administration, budgeting, etc.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to use mathematical formulas, to determine percentages and decimals and to determine time. Must be able to use practical applications of statistics and algebra.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery; to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate colors and shades of color.
Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures and policies of the County as they pertain to the performance of duties of the Risk Manager. Has considerable knowledge of the functions and interrelationships of the County and other governmental agencies. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Is able to make sound, educated decisions. Has thorough understanding of the principles of risk management, insurance administration, and occupational health and safety. Is able to plan and implement programs, policies and procedures to minimize loss to the County and to promote the well-being of employees and citizens. Has knowledge of the occupational hazards and safety precautions of the various personnel positions and functions of County departments. Knows how to apply managerial concepts and principles; has knowledge of administrative principles involved in developing and directing various programs and related activities. Has the ability to offer instruction and advice to co-workers regarding safety / risk management policies, methods and regulations. Is able to plan and implement effective safety training programs. Has the ability to offer assistance to co-workers and employees of other departments as required. Has the ability to use independent judgment and discretion in determining procedures, setting priorities, setting schedules, maintaining standards, planning for future County needs and resolving problems. Has the ability to plan and develop daily, short- and long-term goals related to County purposes. Able to take the initiative to complete the duties of the position without the need of direct supervision. Has the ability to plan, organize and prioritize daily assignments and work activities. Has good organizational, technical and human relations skills. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of proper English usage, punctuation, spelling and grammar. Is able to compile, organize and utilize various financial information necessary in the preparation of the division budget, and knows how to prepare and monitor the budget. Has knowledge of modern office practices and technology; has skill in the use of computers for word and data processing. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear and effective manner. Has comprehensive knowledge of the terminology and various professional languages used within the department. Knows how to maintain effective relationships with personnel of other departments, professionals and members of the public through contact and cooperation. Knows how to make public presentations. Knows how to react calmly and quickly in emergency situations.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.
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**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

**DISCLAIMER:** This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.