



CLASS SPECIFICATION FOR:

Risk Management Division Director

General Statement of Duties:

Manages the Countywide programs of risk management, safety and loss prevention, environmental management, claims administration for all workers' compensation, property damage, automobile liability and general liability claims, for Henrico County General Government and Henrico County Public Schools (HCPS); does related work as required.

Distinguishing Features of Class:

The incumbent manages the Risk Management Division which consists of environmental, occupational safety and health, risk assessment, workers compensation claims management, liability claims management and loss prevention programs Countywide and makes recommendations for controlling, minimizing or eliminating risks in assigned program areas. The Risk Manager works with assigned staff to implement programs and processes for managing and reducing the financial impact of safety, liability and environmental losses on the County and monitors programs for effectiveness. Management is exercised over Countywide programs as well as professional and paraprofessional staff responsible for programs' day-to-day activities. Work is performed under the general supervision of the Director of Human Resources.

Examples of Assigned Duties *(illustrative of the types and scope of duties and responsibilities assigned to positions in this class):*

- Responsible for reducing the financial impact and corresponding frequency of claims, lawsuits and employees injuries to the County through the application of professional risk management techniques;
- Responsible for partnering with County departments to assess and reduce public risks or liabilities associated with the County's operations, products, services, activities and events;
- Responsible for partnering with County agencies to provide a safe environment compliant with all applicable local, state and federal laws for employees to work and the public to enjoy in County owned properties;
- Responsible for ensuring Countywide development, implementation and maintenance of occupational safety and health programs to control and minimize hazards that could result in injury or illness to the County's workforce;
- Plans, administers, and oversees all aspects of a comprehensive Countywide program for managing worker's compensation and disability programs in accordance with all applicable state and federal laws;
- Plans, administers, and oversees all aspects of a comprehensive Countywide program for managing claims asserted against the County for personal injury and property loss;
- Provides administrative oversight of the Environmental Management Program in compliance with state and federal regulations;
- Administers the County's Self-Insurance Plan for all lines of coverage;
- Provides full administration and management of the County's internal risk management service fund;
- Handles negotiations, paying and settling claims as appropriate;
- Responsible for program planning, policy development, division and program budgets, risk analysis, self insured and insured products, and related reporting;
- Establishes policies and procedures for safe and efficient operation of the division consistent with all applicable laws, statutes and codes;
- Monitors and evaluates all assigned programs' performance and realigns workloads and priorities as needed to accomplish the mission of the division;
- Represents the County in appeals, depositions, hearings, and court as required and attends hearings and/or litigation meetings/settlements as needed;
- Develops and prepares annual division budget, oversees and approves expenditures and prepares related financial forms and reports;
- Prepares and makes clear concise financial and administrative reports and presentations as assigned;
- Maintains comprehensive current working knowledge of applicable regulatory laws, codes, court decision, acts and legal concepts and serves as resource and subject matter expert for staff and other County personnel;
- Performs other duties as assigned.



CLASS SPECIFICATION FOR:

Risk Manager

Required Knowledge, Skills and Abilities:

Extensive knowledge of the principles and practices of safety administration, insurance, risk analysis and OSHA, required; extensive knowledge of Virginia Workers' Compensation Act and its application to claims processing; extensive knowledge of contributory liability laws as well as simple and gross negligence, bodily injury practices and procedures, and property claims practices and procedures; extensive knowledge of insurance industry practices including liability and claims managements as well as medical terminology including treatment and rehabilitation; extensive knowledge of the concept of sovereign immunity as it applies to liability issues; considerable knowledge of the principles, theories, practices and procedures of assigned safety and environmental management program area; considerable knowledge of the underlying laws and policies governing assigned program areas; knowledge of records maintenance; knowledge of various methods of funding risk coverage; excellent investigation and critical thinking skills; sound logic and reasoning skills with the ability to research, interpret, understand, apply and communicate complex laws, concepts, rules, regulations, policies and procedures specific to a diverse array of risk, safety, claim and liability situations; ability to proactively identify problems and opportunities, propose effective solutions and implement approved solutions; excellent negotiation skills, critical attention to detail; ability to multitask and effectively manage competing priorities and make sound decisions; considerable knowledge of the principles and practices of administrative management; excellent management and supervisory skills including the ability to develop, coach and mentor as well as foster and maintain high morale and engagement; ability to collaborate with effectively to achieve department and County goals; ability to deal tactfully but firmly with claimants, employees and County agencies; skill and tact in dealing with insurance companies and with personnel; knowledge of accounting, budgeting and procurement practices; ability to analyze and interpret fiscal and accounting data, and in maintaining fiscal records and preparing reports; good writing skills; good public speaking and oral presentation skills; ability to work independently; ability to establish and maintain productive and harmonious working relationships with the public, employees, County agencies, insurance entities, legal professionals and elected officials; excellent research and analytical skills; some knowledge of basic statistical principles; analytical and organization skills to manage large amounts of data; ability to compile data and to make accurate and complete reports; solid knowledge of and familiarity with personal computers and/or automated systems; excellent customer service skills; tact; and courtesy.

Minimum Education and Experience:

Education: Four (4) year degree in field relevant to occupational safety and health, risk management, safety and/or claims management;

Experience: Five (5) years of progressively responsible professional claims management experience, with two (2) years experience in a supervisory capacity;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

- Valid driver's license;
- Physical condition that allows for investigating and documenting accident and/or incident scenes.