



City of Denton Job Description

Title: Risk Manager
Position ID: GS4426-860002
Department/Division: Human Resources/Risk Management
Reports to: Deputy Director of Risk & Compliance
FLSA Designation: Exempt
Safety Sensitive: No
DOT: No

Definition: Responsible for coordinating, administering, and evaluating risk management, insurance, and employee benefits contracts for the City.

Essential Functions:

- Administers the City's risk management, occupational health, workers' compensation, self-insurance, general liability, and other related programs and contracts. May also administer employee benefit contracts, including annual medical, dental, and vision contracts.
- Constructs and implements procedures to help identify changes, treatment, and financing of risk exposures for the City.
- Works in tandem with Safety team to evaluate accident and injury data for trends and opportunities for training and process improvements.
- Provides ongoing reporting to management.
- Provides advice and acts as a resource to citywide departments involving risk exposure and liability.
- Purchases commercial insurance for those areas where a decision has been made not to self-insure.
- In cooperation with the Benefits department, may administer, manage, and provide strategic direction for the City's employee health clinic.
- Identifies risk management implications of legislation, regulations, and administrative guidelines.
- Manages the City's property appraisal program.
- Administers the Risk Retention Fund budget, including budget preparation and cost allocation.
- Reviews and analyzes contracts to recommend and verify appropriate insurance coverage for exposure. Investigates and makes decisions on general liability and auto liability claims in accordance with the Texas Tort Claims Act, including work with the City Attorney's Office or outside counsel on claims in litigation.
- Keeps abreast of new safety, tort law, and workers' compensation legislation and litigation.
- Performs administrative duties such as research, making formal presentations, and meeting with consultants and other resources for completion of projects and assignments.

- May be responsible for the supervision of direct reports. Act as backup to other risk management team members when they are not available.
- Administers the citywide workers' compensation program, reviews claims, compiles, and analyzes data on claims; recommends corrective action and provides direction and oversight to the City's third-party administrator. Acts as next-level escalation for claim disputes for which the Claims Coordinator is unable to resolve.
- Receives, tracks, and disburses restitution payments.
- Develops, markets, and evaluates multiple Requests for Proposals and other insurance procurements; may present to City Council.
- Reviews and approves insurance and bonds for contracts, agreements, and special events.
- Oversees the City's Risk Management Information System (RMIS).
- Serves as a member of the Policy Review Committee and the Workplace Violence Response Committee.
- Facilitate responses to Open Record Requests.
- Provides data and facilitates an actuarial evaluation of the workers' compensation and liability claims exposures every three years.
- Conducts periodic surveys to benchmark various risk-related practices; may respond to surveys requested by outside organizations.
- Performs a variety of delegated research, tasks, and projects; prepares reports or other illustrative materials as required; documents and presents findings upon completion.
- Demonstrates regular attendance and punctuality at work and to meetings, adherence to policies and standards, trustworthiness, reliability, dependability, personal organization, attention to detail, focus, flexibility, and overall effectiveness in simultaneous work assignments.
- Engages in highly interactive face-to-face relationships with any level of employee that will require being physically present at work regularly; exhibits a temperament that strengthens trust and respect with each customer and team member.
- Oversees special projects as assigned, including assisting other HR and Risk team members, as needed.
- Shows respect for the nature of a wide variety of City jobs and individuals within those jobs in a public environment.
- Adapts to changing priorities and shows a willingness to perform other duties as assigned.
- Professional remote working environment with reliable internet connectivity.
- Demonstrates strong analytical skills to interpret and communicate data.
- Adapts to change; deals with ambiguity and competing priorities to achieve organizational objectives.
- Maintain regular and punctual on-site attendance

Additional Duties:

- Performs other duties as assigned.

Minimum Qualifications/Acceptable Equivalency:

- Bachelor's Degree in Public Administration, Business Administration, or Risk Management
- Five years' experience managing a fully insured program

OR

- Any combination of related education, experience, certifications, and licenses that will result in a candidate successfully performing the essential functions of the job

Core Competencies:

- Ability to build successful, collaborative, and genial relationships and to gain the confidence and trust of others through honesty, integrity, and authenticity.
- Builds strong internal and external customer relationships and delivers customer-centric solutions.
- Ability to maneuver comfortably through and explain complex policy, process, and people-related organizational dynamics.
- Ability to use initiative to take empowered action to solve routine problems within policy guidelines and seeks creative solutions for non-routine challenges; effectively handle several problems or tasks simultaneously and remain calm in stressful situations.
- Takes on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.
- Handles conflict situations effectively, with minimum disruption.
- Skilled at developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.
- Relates openly and comfortably with diverse groups of people.
- Skilled in the use of a personal computer to include Microsoft Office programs and other software programs.
- Ability to communicate effectively in both written and oral communication; expresses oneself clearly in business writing; uses appropriate grammar and vocabulary that does not detract from credibility; organizes ideas clearly and speaks logically so others can follow the reasoning.
- Ability to think beyond the immediate issue to look at the root cause of the issue; uses good judgment in sharing information and maintaining confidentiality.
- Ability to foresee and prepare for the potential impact and consequences of situations and take appropriate action to be prepared for possible contingencies.
- Ability to resolve problems in a systematic, step-by-step way; thinks about the chain of events that led to a problem; waits for all the information before evaluating options; thinks through a problem before offering a solution; uses past experiences to quickly evaluate situations where information may be incomplete or unclear.
- Ability to follow through on assignments; accept work assignments from multiple managers and work areas; handle multiple and parallel projects.
- Become and stay educated in the state and local laws governing workers' compensation, auto, property damage, and excavation activities.

Preferences:

- Bilingual in Spanish and English
- Previous experience in a risk management leadership capacity in a municipality or similar public entity
- Experience in a supervisory capacity, directly managing the work of others
- Licensed Texas claims adjuster
- Associate in Risk Management (ARM), Chartered Property Casualty Underwriter (CPCU), or similar designation

Conditions of Employment:

- Must pass a drug test, criminal history background check, social security number verification check.

Physical Requirements:

Overall Strength Demands: The italicized word describes the overall strength demand of the functions performed by the incumbent during a typical workday.

- Sedentary – lifting no more than 10 pounds
- ***Light – lifting no more than 20 pounds; carry up to 10 pounds***
- Medium – lifting no more than 50 pounds, carry up to 25 pounds
- Heavy – lifting no more than 100 pounds, carry up to 50 pounds
- Very Heavy – lifting more than 100 pounds, carry more than 50 pounds

Physical Demand Codes: The following describes if the incumbent is expected to exert the following physical demands during a typical workday and the overall frequency.

Codes for “how often”:

Y = Yes

N = No

E = extensive (100-70%)

M = moderate (60-30%)

I = infrequent (20-10%)

A = almost never (<10%)

Task: Code:

1. Standing: I
2. Sitting: E
3. Walking: M
4. Lifting: I
5. Carrying: I
6. Pushing/Pulling: A
7. Overhead Work: A
8. Fine Dexterity: E
9. Kneeling: A
10. Crouching: A
11. Crawling: A
12. Bending: A
13. Twisting: A

- 14. Climbing: A
- 15. Balancing: Y
- 16. Vision: E
- 17. Hearing: E
- 18. Talking: E
- 19. Video Display: M
- 20. Other:

Machines, Tools, Equipment, and Work Aids:

The essential functions of this position require the daily use of basic office equipment such as calculators, fax machines (hardware and online), printers, computers (laptops and desktop), internet-based tools and applications, digital copy machines, mobile phones, scanner machines, digital cameras, and other machinery related to work. May need hard hat, safety vest, or boots for some field claim investigations.

Environmental Factors:

The essential functions of this position are performed primarily in an office environment; however, some level of field claims investigation will be necessary.; while working outside, the incumbent is exposed to various weather conditions.

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

ADA/EOE/ADEA

Effective Date: 10/6/2000

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