

MAJOR FUNCTION

This is technical, professional and supervisory work in the coordination and management of designated risk management systems, operations and services and the performance of general administrative functions for the Risk Management Division. This position supervises professional, para-professional and clerical staff, assures the integrity of systems in use and the timeliness and accuracy of work products. The incumbent serves as the functional expert on the data management system in use and is the primary liaison between functional users and ISS staff. Work is performed under general supervision of a higher-level manager; however, individuals assigned to this class must employ considerable independent judgment and initiative, as work may involve complex and significant variables. Results are reviewed through conferences, reports, and achievement of desired objectives.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Coordinates the staff and technical resources needed to ensure the integrity, timeliness and accuracy of risk management systems and the work processes, products and services that are outcomes of these systems. Trains, coaches and supervises professional, para-professional and clerical staff engaged in day-to-day risk management processes and ensures the adherence to acceptable business practices and reporting guidelines and standards. Develops, updates, implements and monitors procedures and methods pertaining to area of responsibility. Develops and generates standard risk/claims management reports for submission to the Risk Manager, departmental management, and appointed and elected officials, as appropriate. Serves as administrator and expert for the designated core business system and affiliated files and databases, providing assistance to system users as needed. Researches, plans, tests and coordinates maintenance, expansion, and upgrades for designated risk management information systems. Serves as an expert on queries and reports produced from designated systems. Coordinates and maintains documentation on application customizations for all related system ownership areas. Develops, maintains and generates exception reports/queries to ensure the data integrity of the specialized risk management software (RiskMaster). Plans, develops, and administers application training for functional staff and system users, as needed. Performs contract administration, budgeting, purchasing, and personnel management for the Division. Intakes, investigates and recommends resolution of complaints relating to services provided by Division staff. Recommends the hiring, transfer, advancement, discipline, grievance adjustment and discharge of assigned staff. Conducts performance evaluations and recommends approval or denial of merit increases. Performs related work as required.

Other Important Duties

Completes special projects as assigned. Serves on ad hoc committees to represent interests of area of responsibility. Attends training, seminars and conferences to keep abreast of developments in the area of responsibility. Attends staff meetings and briefs assigned staff as appropriate. Serves in the capacity of Risk Manager as required. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Working knowledge of risk management, including industry-wide accepted methods, standards, guidelines, regulations and laws. Considerable knowledge of the technological systems and applications available for use in the risk management area or function. Considerable knowledge of accepted principles of supervision and employee relations. Ability to analyze, plan, organize, recommend and/or implement work flow procedures. Ability to develop long-term strategic plans for functions and programs and to accurately evaluate gaps in service. Ability to analyze facts and exercise sound judgment in arriving at conclusions. Ability to analyze complex statistical reports and statements and explain them. Ability to communicate effectively orally and in writing. Ability to coordinate the efforts of and supervise staff at varying levels as needed to accomplish objectives.

SUPERVISOR – RISK MANAGEMENT SYSTEMS AND SERVICES

Ability to conduct independent research and define results. Ability to establish and maintain relationships necessary for successful job performance. Ability to keep informed of developments in the designated technological applications and systems area. Skill in the operation and use of microcomputers and associated databases, applications, software programs and peripherals necessary for successful job performance.

Minimum Training and Experience

Graduation from a four-year college or university with a degree in business or public administration, risk management, accounting, insurance, economics, management information systems, computer science, or a related field; and three years of professional, administrative or office management experience in risk management, loss control, claims adjusting, insurance, safety administration, public administration, accounting, or data processing, or an equivalent combination of training and experience. One year of the required experience must have been in a supervisory capacity.

Necessary Special Requirement

Must possess a valid class "E" State driver's license at time of application.

Note: Preference may be given to applicants with experience using a relational database system at a mid to large size public or private entity.

Established: 09-10-03

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