



**Title: Risk Analyst I**

FLSA Status: Non-Exempt

**BRIEF DESCRIPTION:**

The purpose of this position is to perform a variety of administrative tasks in the following areas: property recovery and general liability claims, contract insurance requirements, information tracking, reporting and document preparation and video evidence coordination. This is accomplished under direct supervision by reviewing, analyzing, investigating and processing general liability and property damage claims and reviewing and monitoring contractual agreements for insurance requirements. Other duties include preparing reports, documents and correspondence and tracking and trending accident and loss information.

**ESSENTIAL FUNCTIONS:**

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	L	Coordinates general liability and property damage claims processing by conducting field investigations and responding as necessary to accidents and incidents. Under direct supervision and within established limits, reviews, analyzes and investigates claims to determine cause and calculate liability or cost of damages. Calculates reserves and recommends settlements within established limitations. Provides information obtained from investigations involving employee injuries to workers' compensation staff and Third Party Administrator (TPA). Negotiates settlements with insurance adjusters, claimants and attorneys or refers claims to Legal. Files necessary court documents. May attend small claims court, arbitration hearings and other meetings.
2	S	Coordinates the District's contract insurance program by reviewing insurance documents received for renewed and newly awarded contracts and issues releases when contract is in compliance with the District's insurance requirements. Monitors contracts to verify insurance certificates are current and notifies the contract manager or appropriate staff of expiration. Resolves vendor issues related to verification of insurance certificates and provides feedback to Procurement and department originating contract.
3	S	Compiles, analyzes and summarizes statistical information from a variety of sources in order to create reports, evaluate trends and make recommendations for loss prevention, preventative action and overall reduction of risk to the District. Prepares all documentation and correspondence related to assigned claims, investigations, hazards and incidents. Creates tables and queries as requested to maintain various department databases. Creates templates and forms and troubleshoots department databases as



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		required.
4	S	Reviews detailed reports and logs from various sources. Collects and reviews video documentation. Updates and maintains logs, prepares summary reports and matches video with other documentation related to reports or individual claims. Monitors trends or hazards in order to investigate further and mitigate future risk or notify appropriate staff for corrective action.



**JOB REQUIREMENTS:**

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two (2) year associate's degree, diploma or equivalent from an accredited college, technical, business, vocational, or correspondence school in Business Administration, Public Administration, Human Resources Management, Risk Management, or a related field. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.</p> <p>Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.</p>
Experience	A minimum of one (1) year of technical or professional experience in general liability or property damage claims processing or insurance administration and/or analysis.
Supervision	Job has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Freedom to Act	The employee normally performs the duty assignment after receiving detailed instructions as to methods, procedures, and desired end results with little room for deviation. The immediate supervisor may, at times, provide close and constant review.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Budget Responsibility	Position has no budget responsibility. Please refer to Essential Functions section of job description for fiscal responsibilities. Overall budget accountability is maintained at the Department/Division level, or as appropriate.
Reading	Intermediate: Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Valid California Class C Drivers' License.



<b>KNOWLEDGE</b>
<ul style="list-style-type: none"> <li>• Principles and practices of statistical analysis.</li> <li>• Research and analytical techniques applied to Risk Management.</li> <li>• Methods and techniques of tracking, recording, and presenting statistical data.</li> <li>• Practical application of computers and peripheral equipment.</li> <li>• English grammar, punctuation, spelling, and usage.</li> <li>• General methods of tactful public communication.</li> <li>• Principles and techniques of liability and subrogation claims adjustment, including tort law, damages and evidence.</li> <li>• Damage appraisal and repair.</li> <li>• Applicable federal, state and local laws, codes, regulations and legal practices of general liability, property damage and other types of claims.</li> <li>• Medical and Legal Terminology.</li> <li>• Methods and techniques of claim negotiation and administration.</li> <li>• Practices and processes of dispute resolution.</li> <li>• Practices, principles, methods and techniques of tracking, recording and presenting statistical data.</li> <li>• Policies, procedures, guidelines, regulations, compliance and reporting requirements impacted by external sources.</li> <li>• Problem solving, organizational, communication and presentation skills.</li> </ul>
<b>SKILLS</b>
<ul style="list-style-type: none"> <li>• Intermediate word processing, spreadsheet, presentation and database software.</li> <li>• Specialized software related to functional area.</li> <li>• Email, contact management, and scheduling software.</li> </ul>
<b>ABILITIES</b>
<ul style="list-style-type: none"> <li>• Prioritize and deal with conflicting workload requirements.</li> <li>• Read, analyze, and interpret District policies, professional journals, technical publications, and government regulations.</li> <li>• Write reports, business correspondence, and procedure manuals.</li> <li>• Deal with difficult people and situations.</li> <li>• Apply District and departmental operating policies and procedures including contract and bargaining agreements.</li> <li>• Track district contracts for continued insurance compliance.</li> <li>• Represent the district in Small Claims actions.</li> <li>• Speak clearly and communicate messages to appropriate individuals.</li> <li>• Organize information clearly and precisely.</li> <li>• Perform video dubbing and still frame editing.</li> <li>• Perform intermediate mathematical calculations, including ratios and percentages.</li> <li>• Read, analyze and interpret appropriate laws, rules and regulations.</li> <li>• Extract statistics and written information from reports and transfer to other documents.</li> <li>• Perform mathematical calculations such as ratios and percentages.</li> <li>• Analyze, compare, prioritize and evaluation complex data.</li> </ul>



- Apply customer service skills, continuously representing the District in a positive way, handling all internal/external contacts with courtesy, diplomacy, and tact.
- Conduct research, prepare and present advocacy materials in a clear and concise manner both orally and in writing.
- Define problem areas, collect and evaluate data and recommend alternative solutions to complex issues and problems. Formulate recommendations and project consequences of recommendations. Be creative in developing and introducing new ideas, using initiative and good judgment.
- Effectively present information and respond to questions from groups, managers, customers, and the general public.
- Establish and maintain effective working relationships with employees, other agencies and the public.
- Exercise sound judgment and make decisions in a manner consistent with applicable laws, rules and policies.
- Successfully manage multiple projects, priorities and schedules simultaneously.
- Interpret and apply laws, regulations and provisions of contracts, ordinances, negotiated agreements and all other regulations or policies.
- Project consequences and financial costs of proposed actions, and make and supporting recommendations and positions.
- Speak to groups.
- Work under deadlines, urgent situations and emotional/confrontational situations that require instructing, persuading and motivating people.



**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with "X"-					
Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C	F	O	R	N
Continuously 2/3 or more of the time.	Frequently From 1/3 to 2/3 of the time.	Occasionally Up to 1/3 of the time.	Rarely Less than 1 hour per week.	Never Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Observing work duties; communicating with co-workers
Sitting	F	Desk work; meeting; driving
Walking	O	To other departments/offices; around work site
Lifting	R	Files
Carrying	R	Files
Pushing/Pulling	R	File drawers; tables and chairs
Reaching	R	For files
Handling	F	Paperwork
Fine Dexterity	O	Computer keyboard; telephone keypad; calculator
Kneeling	R	Filing in lower drawers; retrieving items from lower shelves/ground
Crouching	R	Filing in lower drawers; retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	R	Filing in lower drawers; retrieving items from lower shelves/ground
Twisting	R	From computer to telephone; getting inside vehicle
Climbing	R	Stairs; onto equipment
Balancing	R	
Vision	C	Reading; computer screen; driving; observing work site
Hearing	F	Communicating via telephone/radio; to co-workers/public
Talking	F	Communicating via telephone/radio; to co-workers/public
Foot Controls	R	Driving
Other (specified if applicable)		

**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Telephone, fax machine, scanner, copier, computer, associate hardware and software, field investigation equipment including two way radio, hard hat, vest, measuring tape, camera, smart phone and recorder.



**ENVIRONMENTAL FACTORS:**

<b>C</b> Continuously	<b>F</b> Frequently	<b>O</b> Occasionally	<b>R</b> Rarely	<b>N</b> Never
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<b>D</b> Daily	<b>W</b> Several Times Per Week	<b>M</b> Several Times Per Month	<b>S</b> Seasonally	<b>N</b> Never
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-Health and Safety Factors-	
Mechanical Hazards	R
Chemical Hazards	R
Electrical Hazards	R
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	R
Other (see 1 below)	

-Environmental Factors-	
Respiratory Hazards	M
Extreme Temperatures	M
Noise and Vibration	N
Wetness/Humidity	M
Physical Hazards	M

(1) N/A

**PROTECTIVE EQUIPMENT REQUIRED:** Hard hat, protective shoes, reflective vest

**NON-PHYSICAL DEMANDS:**

<b>F</b> Frequently From 1/3 to 2/3 of the time	<b>O</b> Occasionally Up to 1/3 of the time	<b>R</b> Rarely Less than 1 hour per week	<b>N</b> Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	O
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	O
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 2 below)	

(2) N/A

**PRIMARY WORK LOCATION:**

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.



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**CLASS HISTORY:**

Adopted: 04/04 (Claims Analyst I)  
Revised: 07/13, 04/17  
Title Change: 07/13 (Risk Analyst I – formerly Claims Analyst I)  
Maintenance Update:  
Abolished:  
Job Key: 60004503