



Title: Risk Analyst II

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to perform a variety of tasks in the following areas: General Liability Claims, Contract Insurance Requirements, Workers’ Compensation and Light Duty Programs, document and correspondence preparation, and information tracking and reporting. This is accomplished by reviewing, analyzing and processing general liability and property recovery claims; processing Workers’ Compensation claims ensuring employees receive prompt medical treatment and timely benefits, analyzing employee’s work restrictions to determine if modified or light duty placements are available, and reviewing contracts to set insurance requirements and monitor continued coverages. Other duties include investigating accidents, industrial illnesses, tracking and trending accident and loss information, and representing the district in arbitrations, mediations, hearing and small claims court.

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	Handles general liability and property recovery claims by conducting field investigations and responding as necessary to accidents and incidents. Analyzes and investigates claims to determine cause. Reviews medical records, medical billing, lost wages, damages estimates, interviews claimants, witnesses, sets reserves and settles claims within established limitations. Attends small claims court, arbitration hearings and other meetings. Monitors and maintains records and creates written correspondence.
2	S	Coordinates the Workers’ Compensation claims program by making initial contact with injured employees, performing intake interviews and authorizing medical treatments. Responsible for all departmental Workers’ Compensation related documents ensuring all documentation is completed according to District and state standards and filed with the Third Party Administrator (TPA). Performs accident/ illness investigation as needed. Identifies safety hazards and takes corrective measures as warranted. Authorizes settlements within established limitations. Meets with medical providers, legal counsel and TPA to discuss medical treatment and defense strategies. Schedules and organizes meetings and attends hearings and civil proceedings to include representing the District in small claims court.
3	S	Coordinates the Light Duty Program by evaluating employees work restrictions that temporarily preclude them from returning to their usual work. Evaluates whether restrictions can be accommodated by modifying their current work environment or assigning them to a temporary light duty position within the District. Continually monitors work restrictions throughout the duration of the light duty assignment.



4	S	Coordinates the District's contract insurance program by reviewing contract in order to evaluate risk and set the necessary insurance requirements. Reviews insurance documents received and issues releases when contracts meet stated requirements. Monitors contracts for insurance validity and notifies the contract manager or other appropriate staff of expiration. Resolves vendor issues related to verification of insurance certificates.
5	S	Documents and prepares correspondence by creating, editing and distributing documents and reports related to various claims, hazards and incidents, creates and maintains a diary system to adhere to government statutes and timelines, maintains a variety of records, retrieves and maintains accident video, prepares reports and documentation related to accident/injury trending and processes payments.



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four (4) years of an accredited college or university resulting in a Bachelor's degree or equivalent in Public Administration, Human Resources Management, Risk Management or related field.</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	<p>A minimum of three (3) years of technical or professional experience in general liability or property damage claims processing, contract insurance administration and/or analysis, or workers' compensation administration.</p>
Supervision	<p>Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.</p>
Human Collaboration Skills	<p>Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.</p>
Freedom to Act	<p>The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.</p>
Technical Skills	<p>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.</p>
Budget Responsibility	<p>Position has limited fiscal responsibility. May assist in the collection of data in support of recommendations for departmental budget allocations. May monitor division or program/project level budget and expenditures.</p>
Reading	<p>Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.</p>
Math	<p>Intermediate - Ability to deal with system of real numbers; 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.</p>
Writing	<p>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.</p>
Certification & Other Requirements	<p>Valid California Class C Drivers' License.</p>



KNOWLEDGE
<ul style="list-style-type: none"> • Principles and practices of statistical analysis. • Methods and techniques of tracking, recording, and presenting statistical data. • Practical application of computers and peripheral equipment. • English grammar, punctuation, spelling, and usage. • General methods of tactful public communication. • Principles and techniques of liability and subrogation claims adjustment, including tort law, damages and evidence. • Damage appraisal and repair. • CA Vehicle Code. • General administration of workers' compensation including return to work processes and case law. • ADA and disability management. • Applicable federal, state and local laws, codes, regulations and legal practices of general liability, property damage and other types of claims. • Medical and Legal Terminology.
SKILLS
<ul style="list-style-type: none"> • Advanced word processing, spreadsheet, presentation and database software. • Specialized software related to functional area. • Accident investigation including photography, measuring and obtaining witness statements.
ABILITIES
<ul style="list-style-type: none"> • Prioritize and deal with conflicting workload requirements. • Apply customer service skills, continuously representing the District in a positive way, handling all internal/external contacts with courtesy, diplomacy, and tact • Read, analyze, and interpret District policies, professional journals, technical publications, and government regulations. • Write reports, business correspondence, and procedure manuals. • Effectively present information and respond to questions from groups, managers, customers the general public. • Deal with difficult people and situations. • Apply District and departmental operating policies and procedures including contract and bargaining agreements. • Track district contracts for continued insurance compliance. • Represent the district in Small Claims actions and Workers' Compensation hearings. • Speak clearly and communicate messages to appropriate individuals. • Organize information clearly and precisely. • Perform video dubbing and still frame editing. • Perform intermediate mathematical calculations, including ratios and percentages and query/report creation. • Read, analyze and interpret appropriate laws, rules and regulations. • Extract statistics and written information from reports and transfer to other documents. • Analyze, compare, prioritize and evaluation complex data. • 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.
- 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 supporting recommendations and positions.
- Speak to groups.
- Work under deadlines, urgent situations and emotional/confrontational situations that require instructing, persuading and motivating people.
- Learn District and other departmental operation policies and procedures.
- Learn SAP processes related to department and job.



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary X	Light	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 Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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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	Making presentations, observing work site, observing work duties; communicating with co-workers
Sitting	C	Desk work; meeting; driving
Walking	F	To other departments/offices; around work site
Lifting	O	Files
Carrying	R	Files, equipment, supplies
Pushing/Pulling	O	File drawers; tables and chairs
Reaching	R	For files, for supplies
Handling	F	Paperwork
Fine Dexterity	C	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; Inside attics/pipes/ditches
Bending	O	Filing in lower drawers; retrieving items from lower shelves/ground
Twisting	R	From computer to telephone; getting inside vehicle
Climbing	R	Stairs; ladders; step stools; onto equipment
Balancing	R	On equipment
Vision	C	Reading; computer screen; driving; observing work site
Hearing	C	Communicating via telephone/radio; to co-workers/public
Talking	C	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 hard hat, vest, measuring tape, camera, smart phone and tape recorder.



ENVIRONMENTAL FACTORS:

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

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

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

Hard hat, reflective vest and safety glasses

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	O
Frequent Change of Tasks	F
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)	N

(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.



CLASS HISTORY:

Adopted: 04/04 (Claims Analyst I)
Revised: 02/07, 07/13, 04/17
Title Change: 02/07 (Claims Analyst II – formerly Claims Analyst I), 07/13 (Risk Analyst II – formerly Claims Analyst II)
Maintenance
Update:
Abolished:
Job Key: 60002896