



Title: Senior Risk Analyst

FLSA Status: Exempt

BRIEF DESCRIPTION:

The purpose of this position is to perform complex responsibilities for a variety of risk management services including property recovery and general liability claims and insurance program requirements, workers’ compensation and light duty programs. Other duties include preparing statutory reports and administering department projects. This position is responsible for directly or indirectly supervising staff, project team members or external vendor staff.

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	Resolves complex general liability and property damage claims processing by conducting field investigations and responding as necessary to accidents and incidents. Reviews, analyzes and investigates claims to determine cause and calculate liability or cost of damages. Calculates and monitors reserves. Negotiates settlements, within established limitations, with insurance adjusters, claimants and attorneys or refers claims to Legal. Provides information obtained from investigations involving employee injuries to workers’ compensation staff and Third Party Administrator. Conducts confidential investigations required for the proper investigation of employment related claims and to assist the defense of claims or lawsuits against the district. Represents the district in litigated matters including small claims court, depositions, mediation/ arbitration hearings, trials and other meetings.
2	S	Oversees the District’s insurance program by collecting and compiling data regarding asset values and various exposures. Analyzes exposures and recommends appropriate levels of insurance coverage or loss control measures including risk transfer. Coordinates with broker to complete applications for the acquisition of insurance coverage and participates in marketing, renewal strategies, underwriting analysis and premium quote reviews. Acts as project manager for Owner Controlled Insurance Program (OCIP), supporting major construction projects, and provides daily oversight for contract insurance requirements and overall claims management. Monitors contractual performance of services rendered by insurance brokers, consultants and project safety staff and reviews insurance documents for compliance and status. Coordinates with brokers and consultants to review and approve coverage, limits and carriers.
3	S	Directly or indirectly supervises staff in Risk, external departments or project teams by planning, prioritizing, assigning, monitoring, and reviewing the work of staff members. Participates in the selection of staff, planning and coordinating training, managing the correction of deficiencies. In the case of direct support staff, prepares, conducts and



		administers performance evaluations and associated corrective action/performance requirements.
4	S	Plans, organizes and administers or manages various special projects or programs. Prepares complex reports, white papers and internal memos related to responsibilities and project tasks. Makes presentations to senior management/Executive Management as it relates to project work. Develops scope of work for RFP's, participates in the evaluation and selection of vendors and contractors and monitor contract budget. Recommends or develops and assists in implementing improved administrative methods and procedures. Provides staff support to committees or other departments as assigned. Provides recommendations for budget projections and assists with budget preparation and administration. Assists in determining financial methods, procedures and costs pertaining to a departmental service or program. Conducts cost benefit analyses and reviews and prepares financial and statistical reports.
5	S	Administers workers compensation program by coordinating with employees, various Departments, Third Party Administrator (TPA), and when necessary, legal counsel to ensure RT's workers' compensation program is managed to all standards required by law as well as in accordance with RT's policies. Completes initial contact by performing intake interview and ensuring paperwork is completed according to RT and CA standards. Authorizes initial medical treatment while ensuring employees' welfare is primary. Coordinates all medical leave, return to work and accommodation requests that result from all doctor's visits. Assists claimants, providers, and clients with problems or questions regarding their claims and/or policies. Reviews incoming correspondence/reports/physician reports/return to work reports, etc., responding to questions, inquiries, and requests as needed. Accurately tracks and reports employee disability status to TPA and Department to ensure timely benefit payments. Coordinates and conducts monthly meeting with TPA, defense attorneys, and medical providers to discuss medical treatment and case strategies. Identifies exposures to the company and facilitates management's knowledge of pending claims and litigation that may have an adverse impact on the corporate goals. Acts as the liaison to attorneys, insurance companies and outside agencies/companies investigating incidents that may result in denial of claims, litigation or company exposure. Complies with state laws, policy and company procedures.
6	S	Administers RT light duty program, ensuring employees who are returning to work are placed in positions that will accommodate their restrictions as well as adhere to the established guidelines and policies. Works closely with all RT Departments to ensure every effort is made to identify light duty assignments, ensuring employees are affording the opportunity to work. Closely monitors the medical reports to ensure the employee continues to work within his/her restrictions for the duration of the light duty assignment. Ensures coordination of various other District programs, including FML and Interactive Process.



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 four (4) years of experience in general liability or property damage claims processing or contract insurance administration and/or analysis or workers' compensation administration.</p>
Supervision	<p>Work requires supervising and monitoring performance for a regular group of employees or department including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.</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 job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.</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 moderate fiscal responsibility. May be responsible for the billing, collection and/or accounting of funds. May be responsible for the handling and balancing of cash.</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 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.</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. • Research and analytical techniques applied to Risk Management. • 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. • 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. • Methods and techniques of claim negotiation and administration. • Practices and processes of dispute resolution. • General administration of workers' compensation including return to work processes and coordination with other leaves of absence. • Practices, principles, methods and techniques of tracking, recording and presenting statistical data. • Policies, procedures, guidelines, regulations, compliance and reporting requirements impacted by external sources. • Problem solving, organizational, communication and presentation skills. • Principles and methods of supervision, motivation, training, and performance evaluations.
SKILLS
<ul style="list-style-type: none"> • Advanced word processing, spreadsheet, presentation and database software. • Specialized software related to functional area. • Email, contact management, and scheduling software.
ABILITIES
<ul style="list-style-type: none"> • Prioritize and deal with conflicting workload requirements. • Read, analyze, and interpret District policies, professional journals, technical publications, and government regulations. • Write reports, business correspondence, and procedure manuals. • 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. • 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.



- 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.
- 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.
- Lead project teams to positive solutions and outcomes.
- Prepare written reports and correspondences, and presentations to senior leadership as required.
- Prioritize and organization multiple activities for self and staff.
- Select, supervise, train, motivate, assign, evaluate, counsel and discipline staff.
- 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.
- Train and provide project direction to other members of the Risk Management team, other professionals, technical and paraprofessional staff members.



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary	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	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	F	Observing work site and duties; communicating with co-workers
Sitting	F	Desk work; meetings
Walking	F	To other departments/offices; around work site
Lifting	R	Supplies
Carrying	R	Files
Pushing/Pulling	R	Tables and chairs
Reaching	F	For files
Handling	C	Paperwork
Fine Dexterity	C	Computer keyboard; calculator
Kneeling	F	Filing in lower drawers; retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers; retrieving items from lower shelves/ground
Crawling	N	
Bending	F	Filing in lower drawers; retrieving items from lower shelves/grounds
Twisting	F	From computer to telephone; getting inside vehicle
Climbing	F	Stairs
Balancing	N	
Vision	C	Reading; computer screen
Hearing	F	Communicating via telephone/radio; to co-workers/public; listening to equipment
Talking	F	Communicating via telephone/radio; to co-workers/public
Foot Controls	O	Driving
Other (specified if applicable)	N	None



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	N
Chemical Hazards	N
Electrical Hazards	R
Fire Hazards	R
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

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

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

Work boots

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	O
Emergency Situation	F
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
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 (Senior Claims Analyst)
Revised: 06/07, 03/09, 07/13, 04/17
Title Change: 07/13 (Senior Risk Analyst – formerly Senior Claims Analyst)
Maintenance Update:
Abolished:
Job Key: 60002825