



Risk Management Technician (2201)

FLSA Status: Non-Exempt (Hourly)

Pay Grade: 13

Safety-Sensitive: No

Purpose

The purpose of this classification is to perform administrative and technical duties to support the County's risk management function, including, but not limited to, tasks related to property and casualty, workers' compensation, illness and injury prevention, loss control, claims management, drug testing, and risk financing.

Primary Responsibility

Provides excellent service, pursues continuous improvement and exceeds expectations.

Typical Duties

Assists with property and liability insurance program: receives, processes, and reports liability claims and lawsuits; maintains, organizes, and compiles records of property and liability claims; assists departments in claims response and claims documentation processes; prepares accident/incident forms; provides information and assistance to departments, claims adjusters, claimants, attorneys, and others; coordinates the issuance of certificates of insurance as needed.

Assists with workers' compensation program: receives, processes, and reports workers' compensation injuries; maintains, organizes, and compiles records of employee injuries and workers' compensation claims; assists injured workers, supervisors, and claims administrators; collaborates with other Human Resources staff to identify FMLA, ADA, or similar applicability; develops, updates, and distributes workers' compensation packets and forms; updates panel of physicians and other required postings as needed.

Provides guidance, information, advice, and support to departments and staff regarding risk management and safety issues: provides information regarding programs, policies, procedures, laws, and regulations; receives and responds to inquiries; reviews compliance with applicable state and federal requirements and regulations; conducts research; provides technical analysis; and makes appropriate recommendations.

Conducts post-accident/post-incident activities to support risk management goals: monitors claims activities and assists with resolution of issues; responds to accident/incident scenes as needed to perform investigative or documentation activities; conducts root cause analyses and other after-action reviews.

Serves as safety and risk control champion: promotes safe behaviors and safe conditions; conducts activities to raise awareness about hazards and other risk control matters; conducts safety inspections and recommends areas of improvement; encourages and motivates others to participate in safety and risk management programs; sources, prepares, coordinates, and conducts safety and risk management training and maintains records of training; serves on or facilitates County safety committee.

Facilitates and coordinates MVR review and drug testing programs; reports deficiencies or issues to department head for resolution; maintains related records.

Analyzes and reports data related to risk management, loss prevention, safety, and claims: prepares periodic reports to identify and communicate loss trends and safety analyses.

Performs other related duties as required.

Minimum Qualifications

High school diploma or GED required, along with two or more years of college-level course work in business, risk management, public administration, or related field; supplemented by two years of experience in risk management, insurance claims, loss prevention, or a related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid Georgia driver's license. Associate in Risk Management (ARM) or Certified Workers' Compensation Professional (CWCP) desirable.

Performance Aptitudes

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance

In compliance with the Americans with Disabilities Act (ADA), the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to make changes at any time without notice.

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