

RISK MANAGEMENT COORDINATOR

BASIC FUNCTION

Provides technical and administrative support to the District's risk management and claims programs. Areas of responsibility include workers' compensation, liability and property claims, student insurance losses, and various insurance programs managed through the District. Provides assistance in claims investigations and generates risk related reports and documents.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers.

CLASS CHARACTERISTICS

This classification is responsible for providing technical and administrative support to the District's Risk Management program operations, services, and activities. The work has administrative, technical, and programmatic aspects requiring the interpretation and application of policies, procedures, and regulations.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Communicates Risk Management program requirements and promotes program compliance; provides Risk Management information at new hire orientations.
2. Coordinates treatment plans and facilitates injured worker successful return-to-work with human resources, clinics, and others; guides injured workers through compensation claim processes; coordinates distribution of total temporary disability (TTD) reports; coordinates pay for light duty with the appropriate departments; monitors worker restrictions for a successful and timely return to full duty.
3. Attends all claim reviews with the third-party administrators (TPA) to help reinforce the expectations and claims philosophy; with management input, generates written recommendations for further handling or action by the TPA.
4. Coordinates resolution of all claims with the TPA and insurance carriers including obtaining settlement authorization; monitors high exposure claims and reserves; compiles and analyzes data from loss runs into regular, comprehensive loss reports for management; generates reports including loss type, frequency and severity, trends, and other related information.
5. Reviews claims against the District; coordinates risk management investigations; provides information and recommendations regarding claim validity and the impact on the District.
6. Maintains the designated medical facility panel and updates the medical network as needed.
7. Maintains the triage nurse program to ensure compliance with the District's expectations regarding claims.
8. Represents Risk Management during the Human Resources & Employee Relations (HRER) accommodations process.
9. Coordinates ergonomic evaluations with the safety manager for District employees and workers' compensation claims requiring evaluations.
10. Assists TPAs with claims; coordinates the information exchange with TPA in accordance with established policies and procedures; coordinates resolution efforts for all claims with the TPA and District management; may attend settlement conferences, trials, and depositions on litigated claims.
11. Coordinates discovery responses with District stakeholders to ensure a timely response to inquiries;

- maintains the District's internal claims management process; ensures that claims are controlled and that proper alerts have been made to management and legal counsel.
12. Coordinates and prepares requisitions, payments, and agreements related to risk management programs and updates accrual reports; obtains approvals and submits expense invoices to accounting for payment; tracks fiscal claims information.
 13. Coordinates the annual contract and insurance renewal processes; gathers information required for policy renewal; assists in identifying insurance requirements for contracts and agreements; coordinates completion of certificates of insurance; processes related information for other departments.
 14. Processes subpoenas, lawsuits, and public records requests received by the department; tracks requests to ensure they are processed timely; creates and maintains department forms, documents, and newsletters; coordinates department webpage additions and updates.
 15. Participates in District-provided in-service training programs; assists in assigning, updating, and entering training in the safety training platform.
 16. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Operations and services of a comprehensive risk management program.
2. Insurance and claims principles.
3. Workers' compensation processes, requirements, and best practices.
4. Terminology used in risk management and claims operations.
5. Methods and techniques of reviewing and ensuring the accurate processing of a diverse range of claims.
6. Methods, techniques, and practices of data collection, business letter writing, and report preparation.
7. Methods and techniques of coordinating and tracking claims, actions, and risk management investigations and reporting corrective actions taken.
8. Principles, practices, and design of return-to-work programs.
9. Protocols for claims reporting and action timelines.
10. Principles and practices of contract and insurance policy renewal processes.
11. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
12. Research methods and techniques; problem solving, analytical, and project coordination skills.
13. Recordkeeping principles and practices.

Ability to:

1. Compile, analyze, and interpret claims information to facilitate decision-making.
2. Oversee the processing of and/or process a diverse range of safety and risk management claims.
3. Review risk management documents for completeness and accuracy.
4. Ensure claims are properly reported and acted upon in a timely manner.
5. Coordinate return to work programs with multiple stakeholders.
6. Maintain multiple databases to track claims, amounts paid reserves, and financial implications/exposure.
7. Generate multiple types of reports for management review.
8. Maintain accurate risk management records.
9. Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.

10. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
11. Exercise independent judgment within general policy, legal, and procedural guidelines.
12. Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
13. Communicate clearly and concisely, both orally and in writing.
14. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
15. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
16. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

An associate's degree in human resources, business administration, or a related field and four (4) years of progressively responsible experience providing technical support to risk management, workers' compensation, property and liability, or related claims programs; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. The classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.