



**Orange County Department of Education
Human Resources Department
Classified Management Class Specification**

Manager Risk Management Services

Class Code: 1644

Work Days: 225

GENERAL PURPOSE

Manage, supervise, review, and participate in the development and implementation of Risk Management programs for the Orange County Department of Education (OCDE); and provide assistance to higher level management staff.

SUPERVISION RECEIVED AND EXERCISED

1. Receives direction from higher level management staff
2. Exercises direct supervision over professional, technical, and clerical staff

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Recommend, coordinate, and implement goals and objectives; establish schedules and methods for providing the Risk Management Program, including insurance procurement, employee benefits, worker's compensation, plan design and administration, loss control and safety programs, and security; prepare various reports on operations and activities; implement policies and procedures.
 2. Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.
 3. Administer the Worker's Compensation program; oversee and participate in the processing of payments; inform injured employees of benefits and regulations; review Worker's Compensation regulations; and confer with various agencies and medical providers as required.
 4. Prepare and administer the Risk Management budget, submit budget recommendations, and monitor expenditures.
 5. Identify, prioritize, and analyze loss exposures; analyze the needs of the Department of Education; modify existing programs or develop new programs to reduce the severity of loss; monitor programs to ensure compliance with Federal and state-mandated programs.
 6. Oversee and recommend safe working programs, including the employee right-to-know program, hazardous waste communication, emergency preparedness programs, and the injury and illness prevention program; inspect sites to evaluate safety and security conditions; evaluate, maintain, and conduct follow-up inspection reports.
 7. Participate in planning, developing, and maintaining the OCDE's safety and preparedness plans in compliance with state and federal-mandated regulations and in alignment with best practices for student and staff safety and wellness.
-

-
8. Provide support to staff to respond to emergency and disaster preparedness and concerns at sites and facilities; serve as a liaison between OCDE, local school districts, and other county emergency operations.
 9. Select, train, plan the work of, supervise, and evaluate staff; provide coaching to employees; collaborate on goal development; set clear expectations; provide constructive feedback; assist in improvement as needed; and check in regularly for understanding.
 10. Oversee Risk Management training activities; direct the preparation of training materials and securing presenters; make presentations as required.
 11. Serve as a liaison for the Risk Management Unit with other Department of Education units, divisions, and outside agencies; respond to and resolve sensitive issues related to the scope of work.
 12. Participate in ensuring that OCDE sites have appropriate safety and crisis preparation plans; work with division liaisons to develop and/or update safety protocols and evacuation procedures; conduct training, assist with exercises/drills, and coordinate emergency supplies.
 13. Research and assess potential risks; conduct various organizational studies, investigations, and operational studies; recommend modifications to risk management and contract programs, policies, and procedures as appropriate.
 14. Participate on various boards and commissions; attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of risk management.
 15. Respond to and resolve complex and sensitive inquiries and complaints.
 16. Demonstrate attendance sufficient to complete the duties of the position as required.
 17. Perform related duties similar to the above in scope and function as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. Operations, services, and activities of a Risk Management program.
2. Risk management theory, principles, and practices and their application to property and casualty insurance, health insurance, and insurance law.
3. Principles and practices of budget preparation and administration.
4. Principles of effective supervision, leadership, training, coaching, and performance evaluation.
5. Procedures, methods, and techniques of project and workflow management and organization.
6. Pertinent federal, state, and local laws, codes, and regulations.

Ability and Skill to:

1. Select, train, lead, coach, direct the work of, supervise, and evaluate professional and technical employees; effectively delegate authority and responsibility.
2. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
3. Effectively adapt and adjust program services to meet changing priorities and customer-specific needs.
4. Prepare and administer large and complex budgets.

-
5. Establish and maintain effective working relationships with various constituencies.
 6. Understand, interpret, and explain laws, codes, contracts, policies, and procedures.
 7. Develop and present training materials.
 8. Prepare clear and concise correspondence, reports, and other written materials.
 9. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
 10. Communicate clearly and concisely, both orally and in writing, in English; and present information effectively in front of both large and small groups.

Education, Training, and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is a bachelor's degree in industrial security, personnel management, business or public administration, or a related field and four (4) years of experience working in a risk management program including one (1) year of supervisory experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

Associate in Risk Management (ARM) Program offered by the American Institute for Property and Liability Underwriters Insurance Institute of America Self-Insured Plan Certification desirable.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class.

Physical Demands

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification must be able to travel countywide to a variety of sites within a reasonable time frame, read written and electronic materials, and communicate clearly with those contacted through the course of work (typically in person, on the phone, and via email); perform deskwork for extended periods; and access and operate all required equipment for job duties. The position may include occasional need to traverse uneven surfaces and move items weighing up to 25 pounds.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Employee typically works in an office environment that is variably paced with moderate to high pressure.