



City of Tempe

RISK MANAGEMENT SPECIALIST

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	123	<i>FLSA Status:</i>	Non-exempt
<i>Department:</i>	Internal Services	<i>Salary / Hourly Minimum:</i>	\$20.858654
<i>Supervision Level:</i>	Non-supervisor	<i>Salary / Hourly Maximum:</i>	\$28.159135
<i>Employee Group:</i>	NSU	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Financial Services Technician II+
<i>Drug Screen / Physical:</i>	Y	N	<i>EEO4 Group:</i> Paraprofessionals

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS

Receives general supervision from the Risk Manager.
 May provide direction to administrative staff assigned to the section.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Three years of increasingly responsible clerical experience, including two years of experience in workers' compensation, claims and liability processing, safety or directly related to the core functions of this position.
<i>Education:</i>	Equivalent to the completion of the twelfth grade supplemented by college level or equivalent classes in risk management, occupational safety (OSHA), or degree related to the core functions of this position.
<i>License / Certification:</i>	Certification in Workers' Compensation Claims Administration and/or Associate in Claims (AIC) is desirable.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of technical and complex paraprofessional responsibilities involved with the Risk Management section, including the administration of the City's self-insured workers' compensation and liability claims program, and the City Employee Safety Program.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Physically present to perform the duties of the position.

Workers' Compensation:

- Work with supervisors and employees to ensure the proper and timely reporting of all the job injuries suffered by city employees; facilitate employees receiving immediate medical attention for serious injuries; prepares and maintains occupational injury reports and files using computer system.
- In consultation with the Risk Manager, make arrangements for further investigation of claims, additional medical evaluation, vocational rehabilitation consultation, or medical case management; review resultant reports; assist employees in any needed return to work efforts.
- Serve as liaison with the City payroll section as regards to the integration of approved workers' compensation benefits with employee pay entitlements.
- Prepares a variety of correspondence to employees, workers' compensation agencies, medical providers, and City staff regarding the status of injured employees, medical treatment rendered, time-off policies, and information related to insurance.

Claims and Liability:

- Assists the Claims Officer in processing liability, automobile, and property claims against the City.
- Takes claims as reported by claimants, both internal and external; provides first line of contact with new claimants and informs them of the claim processing form; instructs claimants the obligations of the claims process.
- Set up files to track claimant information; assures all information remains in recoverable claims files; follows up with claimants through the process to gather additional information; makes payment on settled claims with the guidance of the Claims Officer and the Risk Manager; obtain claims releases from claimants.
- Maintains database of Certificates of Insurance for citywide events and contracts to ensure proper coverage and protect the City's interest; corresponds with other cities agencies, insurance companies and city departments regarding insurance information.

Safety:

- Assists the Risk Manager in implementing City-wide safety compliance activities; monitors safety

related losses in the City; monitors required OSHA training.

- Assists in reviewing and selecting training and safety related contractors and vendors; monitors training and compliance activities of city departments.
- Maintain and oversee several safety programs, including prescription safety glasses, Hepatitis A& B vaccinations, and recertification of Commercial Driver License (CDL) employees.
- Schedules and attends various safety meetings with departments; answers safety related questions and responds to issues as directed by the Risk Manager.
- Create safety manuals; update as necessary; establish and maintain various safety records and reports to ensure compliance with safety and training programs.
- Maintains the Risk Management website to offer the city staff safety, regulatory and claim information that is easily accessible to all.
- Perform related duties as assigned.

PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Pending

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective March 2005