

## **CITY OF MARGATE, FLORIDA JOB DESCRIPTION**

### **JOB TITLE: HUMAN RESOURCES RISK MANAGEMENT SPECIALIST (Job Code 750).**

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#### **GENERAL STATEMENT OF JOB**

Under supervision of the Risk Manager, performs a variety of administrative and technical support functions to the Human Resources/Risk Division. The purpose of this classification to handle all activities relating to property and general liability and worker's compensation claims through the City's commercial insurance program.

#### **ESSENTIAL FUNCTIONS**

**The following duties and functions, as outlined herein, are intended to be representative of the type of tasks performed within this position. They are not listed in any order of importance. The omission of specific statements of the duties or functions does not exclude them from the position if the work is similar, related, or a logical assignment for this description. Other duties may be required and assigned.**

Handles and manages property damage, automobile, citizen incidents, and workers' compensation claims, as assigned. Receives and reviews accident/incident reports for completeness. Assists in the implementation of the City's safety program, and participates on the City's employee safety committee.

Performs initial claim and complaint intake and screening by interviewing caller or visitor and recording facts on the incident. Manages the tracking and follow-up of the subrogation files for property and automobile damage claims.

Participates in safety, worker's compensation, liability claims adjustment and other loss control programs to fulfill the City's overall Risk Management objective.

Participates in the investigation, negotiation and settlement of property, casualty and worker's compensation claims.

Creates Purchase orders and reviews invoices submitted from vendor and submits for approval

Reviews incident and accident reports, insurance forms, medical reports, and wage statements in the workers' compensation program; monitors status of cases; reviews correspondence and findings of adjusters, third party administrator's attorneys, and physicians.

Prepares documents, reports and records necessary to process liability, property and worker's compensation claims.

Processes claims involving all City property and pursues and assists in recovery of amounts due the City for damages to property.

Participates in negotiations with individuals, insurance companies, adjusters and attorneys to obtain an equitable settlement of claims.

Involved in the collection of sums due the City arising out of accidents and monitors the financial reserves necessary to administer the City's self-insurance plan.

Performs field investigations for investigation and mitigation purposes, interacting with the public and claimants as needed.

Provides information and assistance to employees, supervisors, managers, directors, or other individuals regarding personnel issues, benefits, policies, procedures, timeframes, forms, or other issues; responds to routine questions or complaints; initiates problem resolution.

Processes a variety of documentation associated with departmental operations, within designated timeframes and per established procedures.

Performs other related duties as required.

## **MINIMUM TRAINING AND EXPERIENCE**

Bachelor's degree from an accredited college or university with major course work in Occupational Safety, Risk Management, Public Administration or a high school diploma supplemented by five (5) to seven (7) years in local government with directly related experience and/or training that includes insurance administration and related risk management work; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Florida driver's license.

## **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

Physical Requirements: Tasks involve frequent walking, standing, bending, stooping; some lifting and carrying objects of light to moderate weight (15-25 pounds).

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, or composite characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information; includes giving and receiving instructions, assignments and/or directions.

Language Ability: Requires the ability to read a variety of materials relevant to government, legal, and city administration operations.

Intelligence: Requires the ability to utilize long-range planning principles and methods. Requires the ability to analyze, plan, and draw valid conclusions in program management and prioritization.

Verbal Aptitude: Must communicate efficiently and effectively in standard English. Must speak with poise, confidence, and voice control.

Numerical Aptitude: Requires the ability to add, subtract, multiply and divide; calculate decimals and percentages; utilize algebraic formulas and descriptive statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in handling, sorting, and managing paperwork and documentation.

Manual Dexterity: Requires the ability to utilize a variety of modern office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors or shades of color.

Interpersonal Temperament: Requires the ability to deal with people from a variety of departments in both giving and receiving instructions. Must be able to perform duties when confronted with individuals acting under stress.

Physical Communication: Requires the ability to talk and/or hear: (talking: expressing or exchanging information by means of spoken words: hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are occasionally performed with exposure to adverse environmental conditions, i.e. dirt, cold, rain, fumes.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge in modern risk management principles, practices, methods and techniques; workers' compensation laws and safety procedures.

Knowledge of workers' compensation, property liability, and safety processes and procedures.

Ability to analyze local, state, and federal statutes as they relate to personal injuries, property damage, vehicle accidents, and other risks.

Ability to clearly communicate and understand information in English, both orally and in writing.

Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work.

## **EQUAL OPPORTUNITY EMPLOYER**

The City of Margate, Florida, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Margate will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

I have read and acknowledge receipt of this Job description.

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Employee Name and Signature

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Date