



## Career Service Authority

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### Risk Analyst

#### **GENERAL STATEMENT OF CLASS DUTIES**

Performs full performance level work administering risk management programs, including identifying, analyzing and assessing risks, and recommending risk mitigation and financing options.

#### **DISTINGUISHING CHARACTERISTICS**

This class performs full performance level work administering risk management programs. This class is distinguished from an Administrator I, which performs a variety of specific administrative activities/projects of limited scope in a specialized, functional area which requires a thorough foundation in the principles and practices of the functional area in order to maintain and improve the efficiency and effectiveness of the function and provide supportive, interpretive, and advisory information to higher level administrators, managers, and/or other stakeholders..

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

#### ***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and/or gathered and discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

No supervisory responsibilities.

**ESSENTIAL DUTIES**

Provides insurance and risk management analytical guidance and consultation, (including development and delivery of training modules), to assist with planning and business decision-making including prevention or mitigation of losses to the City to ensure that risks are effectively assessed and managed within established guidelines.

Ensures insurance provisions in contracts are in compliance with current insurance requirements. Consults with and advises attorneys, contract administrators and stakeholders on insurance requirements including technical consultation on adequacy or accuracy of certificates of insurance.

Manages self-insurance letter process, invoice validation and payments, auto ID card issuance, certificate of insurance issuance for insured programs, and day to day activities with insurance brokers and insurers. Maintains annual and historical policy registry and files.

Obtains, develops and maintains all risk and exposure information for insurance underwriting purposes and self-insured risk analysis, assessment and management. Effectively analyzes and presents risk and exposure information to facilitate marketing and placement of insurance solutions and communication of risk to multiple audiences.

Drafts initial insurance premium budget projections and decision packages and provides financial analysis support during budgeting, forecasting, ordinance request, and similar processes.

Reviews insurance specifications, proposals, binders, policies, endorsements and other documents or data for accuracy, completeness, and compliance, with all appropriate internal and external policies, guidelines, regulations, and professional standards and principles. Works with others to resolve discrepancies and disputes and provides recommendations for corrections and improvements and follows through to successful conclusion and implementation.

Conducts research and makes recommendations including but not limited to: loss trend analysis; loss stratifications; cost/benefit analysis; policies and procedures; historical or archival record maintenance. Updates and maintains department's policy and procedures manual, including drafting new chapters/segments as business policy and procedures change.

Facilitates claims reporting and handling to resolution for insured programs. Analyzes and evaluates claims trending data and proactively recommends loss mitigation strategies in consultation with stakeholders.

In conjunction with department's safety officer, evaluates, communicates and drives insurer loss control recommendations to successful resolution with stakeholders. Evaluates site management systems, practices and conditions relative to insurance and risk compliance requirements enhancing the understanding of exposures and guiding implementation of processes to ensure compliance.

Leads and manages diverse project assignments including business process risk analysis. Serves on cross functional projects or coordination teams.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge & Skills:***

**Reading** – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

**Problem Solving** – Identifies problems, determines accuracy and relevance of information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

**Writing** – Recognizes or uses correct English grammar, punctuation, and spelling, communicates information (fact, ideas, or messages) in a succinct and organized manner, and produces written information which may include technical material that is appropriate for the intended audience.

**Oral Communication** – Expresses information (ideas or facts) to individuals or groups effectively taking into account the audience and nature of the information (technical, sensitive, or controversial), makes clear and convincing oral presentation, listens to others, attends to nonverbal cues, and responds appropriately.

**Reasoning** – Identifies rules, principles, and relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

**Self Management** – Sets well defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

**Interpersonal Skills** – Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others, develops and maintains effective relationships with others including effectively dealing with individuals who are difficult, hostile, or distressed, relates well to people from varied backgrounds and different situations, and is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

**Flexibility** – Is open to change and new information, adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles, and effectively deals with ambiguity.

**Information Management** – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

**Organizational Awareness** – Knows the organization’s mission and functions and how it’s social, political, and technological systems work and operates effectively within them including the policies, procedures, rules, and regulations of the organization.

**Customer Services** – Works with clients and customers to assess their needs, provides information or assistance, resolves their problems or satisfies their expectations, knows about available products and services, and is committed to providing quality products and services.

**Technology Application** – Uses machines, tools, instruments, or equipment effectively and utilizes computers and computer applications to analyze and communicate information in the appropriate format.

**Arithmetic/Mathematical Reasoning** – Performs computations such as addition, subtraction, multiplication, and division correctly and solves practical problems by choosing appropriately from a variety of mathematical techniques such as formulas and percentages.

**Diversity** – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

**Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.

Skill in analyzing information and resolving problems relative to the work assignment.

Knowledge of statistics sufficient to be able to interpret and analyze information and perform statistical calculations.

***Physical Demands:***

Standing: remaining on one’s feet in an upright position.

Sitting: remaining in the normal seated position.

***Working Environment:***

Handles emergency or crisis situations

Subject to many interruptions

Pressure due to multiple calls and inquiries

***Education Requirement:***

Bachelor’s Degree in Risk Management, Business, Public Administration, Finance, or a related field.

***Experience Requirement:***

Three years of professional experience in insurance and risk management in an insurance broker, insurance company, or risk management department.

**OR**

Three years of analytical experience with emphasis or increasing responsibility for statistical and project management work.

***Education/Experience Equivalency:***

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

***Licensure and/or Certification:***

Possession of a valid driver's license at the time of application.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** 09/16/1995

***REVISED DATE:*** 10/23/2011

***REVISED BY:*** Blair Malloy

***CLASS HISTORY*** 1/16/07 - This class has been revised and updated.  
10/2011 - Duties revised.