



## CITY OF POCATELLO CLASSIFICATION SPECIFICATION

### Risk Manager

Department: Human Resources  
Date Established: 4/2021

Reports to: Human Resources Director  
Date Revised: N/A

FLSA Status:  
Pay Grade: H15  
Exempt

#### **CLASSIFICATION SUMMARY**

The Risk Manager administers and maintains the City of Pocatello's risk management, wellness, and drug testing programs. The job processes workers' compensation claims, works with third party administrators on claim decisions, and works with supervisors and employees on return to work and light duty. This position reviews and directs risk management activities including reviewing and responding to claims, selection of insurance coverage, and other risk transference for liability management. Reviews contracts for risk management provisions, loss control and loss prevention programs, risk retentions, and the analysis and verification of claims. Serves as the City liaison with consultants and attorneys to review general liability, claims, and other insurance programs. Participates in the inspection and review of City operations and facilities for risk management provisions and recommends appropriate corrective actions. Maintains records, documents, and reports related to risk management. Prepares and presents periodic reports, as needed. The Risk Manager designs, markets, implements and evaluates wellness programs and challenges and conducts health education outreach. The position coordinates with various health related professionals to ensure the Wellness Program meets the needs of a diverse workforce. The Risk Manager manages and administers the City's drug and alcohol awareness and testing program including developing policies, managing FTA and FMCSA drug testing programs with random, post-accident, reasonable suspicion and pre-employment testing.

This is a professional position working under the general direction of the Human Resource Director. The Risk Manager requires considerable knowledge of workers' compensation laws, practices and programs, as well as the wellness or public health field, especially adult health, fitness or recreation activities. Program planning and evaluation, records maintenance, attention to detail, the ability to analyze and interpret complex information and procedures, and excellent communication skills are all characteristics that are important to the success of this position. The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, other organizations, and the general public.

The work is conducted in a general office environment with stable temperatures and a moderate level of noise.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)***

Administers the City's workers' compensation program by evaluating claims, processing first report of injury, and makes recommendations to encourage employees to return to work. Maintains accurate records, communicates with third party administrators on claim decisions, assesses injury trends, ensures TPA is paying medical bills accurately and efficiently, uses TPA database to review claims and provides reporting information to department heads regularly and coordinating with supervisors and employees on return to work and light duty assignments. Monitors the workers' compensation budget.

Manages the City's comprehensive liability program by providing oversight and management of third party liability claims program, self-insured workers' compensation program, commercial insurance program, and self-insured property loss claims program. Oversees and manages the budgeting process for the workers' compensation and risk management funds. Works closely with legal counsel, third party administrators, insurance carriers, City departments, and other necessary individuals to evaluate, respond to, and find an

appropriate resolution to claims. Oversees assessments of organizational risk and works with departments and others to adequately control risk. Reviews City RFPs, contracts, and other agreements for appropriate indemnification and insurance information.

Reviews and pays bills and invoices pertaining to Risk Management; responsible for planning projected spending and constant monitoring for the Risk Management budget compliance. Prepare and assist in presenting the Risk Management budget and reports to the City Council and authorizes payment on liability claims, self-insurance claims, and workers' compensation claims. Analyzes accident statistics and formulates corrective action. Coordinates with City departments and medical providers to ensure the timely rehabilitation and return to work of injured employees. Ensure the maintenance of accurate, up-to-date records and reports on injured employees, property schedules, insurance, and liability accidents.

Oversees, tracks and evaluates City-wide wellness programs and activities such as smoking cessation, weight loss, nutrition, diabetes, and exercise programs. Educates employees about prevention, available resources, and has general knowledge of the City's medical insurance to respond to questions or provide general information. Promotes and coordinates wellness challenges. Coordinates and/or presents health and wellness education modules utilizing a multitude of medias including support group facilitation, creative use of media (i.e. games, quizzes, etc.), newsletters, etc. Manages the budget for all wellness program activities including incentives, programs, and special events.

Coordinates and directs the annual employee health fair with multiple vendors for employees and their families. Organizes programs to promote health and preventive screening such as flu shots, blood draws, and wellness exams. Acts as a liaison for various vendors for services provided at the health fair. Assists with employee orientation as required. Evaluates the overall effectiveness of individual challenges and the program as a whole and makes modifications as necessary. Develops benchmarking criteria and analyzes results on an ongoing basis to identify improvements or adjustments to all wellness programs and challenges.

Administers the City's drug and alcohol awareness and testing program including developing policies, managing FTA and FMCSA drug testing programs with random, post-accident, reasonable suspicion and pre-employment testing. Implements and tracks all FTA and FMCSA training requirements for supervisors and employees.

Participates in disciplinary issues, while serving as the HR representative on Police Round Table discipline boards, may conduct internal complaint investigations, and compliance with federal, state, and other applicable statutes and laws. Assists departments with personnel related matters including providing training on performance and progressive discipline. Assists in the development and approval of disciplinary letters. May assist in Due Process and other disciplinary hearings. Acts as the HR point of contact in the absence of the HR Director. Administers City's ADA Interactive Process for employee non-workers comp related issues.

Develops and administers city-wide training and management development programs, presenting and/or arranging for training activities on-line or in-house. Trains and certifies new supervisors in Reasonable Suspicion/Drug and Alcohol Testing processes.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

**CLASSIFICATION REQUIREMENTS:**

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- Organizational health and wellness programs, weight loss, nutrition, exercise, preventive care, and related programs; benchmarking criteria; wellness products and services available from vendors;
- Wellness theories, programs and marketing practices;
- Employee medical benefits;
- Principals of municipal budgeting;
- Workers' compensation rules, regulations and practices;
- Liability insurance rules, regulations and practices;
- Effective drug and alcohol awareness and testing programs;
- Planning and organizational skills;
- Adult learning principles and related training program planning and presentation;
- Record accuracy and retention;
- Research methods to develop new policies, training programs, or other HR related functions;
- Effective communication (verbal and written);
- Operation of a personal computer and job-related software applications.

**Skill and Ability to:**

- Plan, implement and explain various effective risk management, health and wellness programs for a diverse workforce;
- Handle private and/or sensitive information and maintain strict confidentiality;
- Process claims and work with third party administrator, medical staff, supervisors and employees;
- Research, develop and assess various programs;
- Market and brand programs and challenges creatively;
- Present programs and activities to actively engage employees; present information in front of small to large groups; operate a computer with demonstrated proficiency using related database, word processing, and spreadsheet software applications at an appropriate level for efficient job performance;
- Plan and organize efficiently;
- Analyze problems, identify alternative solutions, and project consequences of proposed actions;
- Work independently and exercise initiative, with general guidance and supervision;
- Demonstrate strong customer service principles including issue resolution;
- Communicate effectively, verbally and in writing;
- Prepare and analyze comprehensive reports;
- Maintain quality work production while dealing with deadline pressures imposed from within and without the division;
- Make prudent decisions where established procedures do not always apply;
- Maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, and the public;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion; understand and comply with all rules, policies and regulations;
- Maintain a professional demeanor at all times;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

**ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS**

- Bachelor's degree in Human Resources Management, Public Administration, Business Management, Risk Management or related field is required
- Master's Degree preferred; and
- Professional certification such as IPMA-SCP, or SPHR, or PRIMA, and
- Eight (8) years of HR experience; and
- Three to five years' experience in worker's compensation, liability, or

- Three to five years in public health, recreation or private health facility or overseeing or developing an organization-wide wellness program.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

### **PHYSICAL REQUIREMENTS**

The employee is frequently required to stand, walk, sit, bend, operate a computer keyboard or type, handle materials, or reach with hands and arms performing the essential functions of the classification. The duties require sitting for long periods, accessing stored file boxes and file cabinets and moving and organizing physical file materials. The employee must occasionally lift 25 pounds. Specific vision abilities required by this classification include close vision, distance vision, depth perception and ability to adjust focus, conduct research and inspect materials. Sufficient clarity of speech and hearing abilities required by this classification includes those which permit the employee to discern verbal instructions, communicate effectively in person, by telephone or electronic mail and present training activities. While performing the duties of this classification, the employee works in an office setting where the noise level in the work environment is usually moderate.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.