

## **RISK MANAGEMENT COORDINATOR**

Code No. 4-18-465  
COMPETITIVE

**DISTINGUISHING FEATURES OF THE CLASS:** This position is responsible for developing, coordinating, and conducting an agency's risk management program and procedures. Duties include reviewing and securing information to process workers' compensation, liability, and property damage claims adequately. This position assists attorneys defend claims, while monitoring procedures to ensure the processing of claims are in compliance with federal and state laws and regulations, and employer requirements. The employee reviews and monitors all operations, programs, and facilities to identify and analyze potential risks, making recommendations on necessary insurance and premiums. The employee reports directly to, and works under the general supervision of, a director or other higher-level staff member, with leeway allowed for independent judgement and initiative in performing duties. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (All need not be performed in a given position. Other related activities may be performed although not listed.)

Coordinates all aspects of a risk management program;

Reviews workers' compensation claims by reading legal, medical, third party administrator, workers' compensation board, and private investigator reports to assist the third party administrator and employer defense attorney in defending claims at hearings;

Serves as the point of contact for employees, third party administrators, and federal and state agencies for the purpose of managing workers' compensation claims on behalf of the employer;

Reconciles and tracks claim payments for the purpose of ensuring compliance with federal and state regulations;

Investigates and submits claim forms for affected parties and maintains status for filed claims for the purpose of providing expedient and satisfactory resolutions;

Evaluates workers' compensation data from a wide variety of sources;

Provides input for developing management policy and procedures regarding safety concerns and issues;

Reviews injury reports and informs safety committee of safety concerns;

Meets with case managers to determine progression of workers' compensation cases and assists with developing a return to work plan when employees have restrictions;

Listens to employees' testimonies for errors or omissions in court;

Testifies in court regarding claims;

Reviews pertinent information of each claim for inconsistencies for the purpose of assisting the employer to obtain a favorable outcome;

Recommends surveillance of claimants by an investigator when appropriate;

Recommends ways to reduce risk and liability as it relates to workers' compensation, liability, and property damage claims;

Prepares and evaluates annual budget for insurance, risk management operations, and deficit reporting;

Reviews all contracts and certificates of insurance for capital projects, general contractors, educational service providers, facility users, and community partnerships to ensure compliance with federal and state laws and regulations, and employer requirements;

Manages insurance renewal processes including evaluation of insurance policies, limits, and retention

levels;

Creates information security policies and procedures to protect from risks associated with data breaches, malware, phishing, and other cybersecurity threats;

Serves as an internal resource to stakeholders in regards to worker's compensation, liability, and property damage claims when appropriate;

Maintains records for worker's compensation, liability, and property damage claims;

Performs required clerical duties.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:**

Good knowledge of the principles and practices of the workers' compensation law, risk management, and third party liability claims; working knowledge of the legal system as it relates to workers' compensation, liability, and property damage claims; ability to identify risk potential and safety hazards and provide input to appropriate staff; ability to gather and analyze information from a wide variety of sources; ability to comprehend and interpret complex written material; ability to investigate situations, analyze findings and recommend corrective actions; ability to accurately complete related forms; ability to maintain up-to-date and accurate records and files; ability to testify in court; ability to solve business mathematical problems; ability to communicate orally and in writing; ability to develop and maintain effective working relationships; good judgment; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Graduation with a Bachelor's degree, plus five (5) years paid full-time or its part-time equivalent experience managing or coordinating a risk management program or unit, including responsibility for worker's compensation and administration of liability and casualty insurance policies.

**NOTE:** Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

**SPECIAL REQUIREMENT:** If you are appointed, you will be required to possess a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the job.

Monroe County Civil Service Commission

**ADOPTED:** June 7, 2012

**REVISED:** May 2, 2024