



Risk Manager

Class Code: 5020

Bargaining Unit: Unrepresented – Management

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: December 22, 2020

SALARY RANGE
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JOB DESCRIPTION:

JOB DEFINITION

Under general direction, plans, organizes, coordinates, and supervises the risk management unit in the Human Resources (HR) Division. Performs complex administrative, statistical, and systems analysis of special projects and programs; coordinates assigned activities with HR Benefits, Facilities and Emergency Services, outside agencies, students, volunteers and the public as needed; ensures compliance with appropriate laws and regulatory standards; advises executive management in all aspects of risk management; and performs other related duties as assigned.

DISTINGUISHING FEATURES:

The Risk Manager is a professional-level class that reports to the Director of Human Resources, and exercises general supervision and direction over professional, technical, and administrative support staff.

This class is distinguished from the higher-level classification of Human Resources Manager in that the Human Resources Manager is responsible for management and direction of multiple HR units and staff within the HR Division, whereas the Risk Manager is responsible for the operation and administration of programs and staff within the risk management unit.

Incumbents must be willing to travel and work at various court locations throughout the County, and to other locations for program-related meetings and events. The incumbent is required to maintain a valid California driver's license and a satisfactory driving record.

EXAMPLES OF DUTIES:

NOTE: The following are duties performed by employees in this classification; however, employees may perform other related duties at an equivalent level. Each individual in the classification may not necessarily perform all listed duties.

1. Develops, plans, organizes, coordinates and supervises a comprehensive risk management and loss control program, including but not limited to accident prevention, safety programs and compliance, workers compensation, safety committees, and liability; develops and executes Court-specific safety plans according to regulatory guidelines;
2. Develops risk management program standards; manages and participates in the development and implementation of goals, objectives, policies and priorities for assigned functions and programs; recommends and administers risk management policies and procedures;
3. Maintains and implements Court-wide health and safety policies, procedures and directives according to state and federal rules and regulations; prepares and maintains policies establishing and supporting a Court culture of safety and health;

4. Inspects Court facilities to detect any existing or potential accident, safety, environmental and/or health hazards; determines corrective or preventative measures where indicated, and follows up with Court management and staff to ensure corrective and preventative measures are developed and implemented, including but not limited to annual Court fire drills, local fire inspections, and OSHA safety inspections;
5. Oversees, maintains, and prepares safety-related communication and updates, safety-related manuals and documentation;
6. Serves as ombudsperson for staff safety and safety compliance; gathers, responds to, tracks and monitors difficult and sensitive staff and public inquiries and complaints, and assists with resolution and alternative recommendations;
7. Develops, oversees and supports the implementation of Court-wide risk management and occupational health and safety and education programs in coordination with the Court's training coordinator; trains managers and employees in worksite safety practices, including new hire safety training;
8. Oversees safety audits and investigations, including facility and site safety inspections, job hazard analyses and other evaluations to identify workplace hazards and potential risks, in collaboration with the Court's Facilities and Emergency Services units; determines unsafe conditions and advises management of appropriate corrective action;
9. Develops, implements and manages an effective process for maintaining recordkeeping of safety inspections and corrective measures implemented in response to inspections;
10. Develops, receives, reviews and compiles information for departmental, state mandated and statistical reports and records including Occupational Safety and Health Act (OSHA) logs, auto and/or employee accident reports, property damage reports, claims analysis, medical auditing summary and other related reports;
11. Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; identifies opportunities for improvement and gaps in service and reviews with the Director; manages the implementation of improvements;
12. Consistently evaluates practices and procedures at all Court locations to assess risk and adhere to compliance requirements; investigates accidents, injuries, and near-miss instances, in coordination with HR Benefits and Emergency Services;
13. Conducts or directs studies of operations, and researches data and information to identify potential risk exposure and liability; analyzes trends and information and makes recommendations to the Director and/or executive management;
14. Serves as risk management liaison to Court business units and Divisions, judicial committees, and outside agencies; attends meetings in various Court and County locations; provides staff support to commissions, committees, and task forces as needed; explains, interprets and presents on departmental programs, policies and activities to Court staff and management;
15. Prepares, reviews and presents staff reports, various management and information updates, and reports on special projects;
16. Participates in the hiring process of new employees, supervises and directs professional staff; trains employees in work procedures; monitors and evaluates employees' work performance; provides coaching for performance improvement and development when necessary; and manages staff schedules.
17. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Education:

Possession of a Bachelor's degree from an accredited college or university. A degree in Business or Public Administration, Risk Management, Human Resources, or a related field is preferred.

Experience:

Four (4) years of increasingly responsible full-time experience in the administration of a comprehensive risk management program, occupational health and safety program, risk analysis, safety operations, claims adjustment, liability, and workers compensation, including one year of experience leading the development of a Risk Management Unit.

Additional qualifying work experience as described above may substitute for the required education on a year-for-year basis. One year (2080 hours) of additional qualifying experience will be considered equivalent to 30 semester units/45 quarter units.

Licenses and Certifications:

- Valid CA Driver's License
- Associate in Risk Management (ARM) certification from the Insurance Institute of America is preferred.
- Successful completion of Cal-OSHA 30-hour General Industry Outreach Training is required within the first year of employment.

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Principles and practices of public administration, organization, budget, management analysis, supervision, personnel management, employee relations, modern information systems applications, and organization development.
- Principles and practices of management necessary to plan, organize, direct, manage and evaluate the staff and functions of a Risk Management unit and all related functions of the assigned area;
- Methods, procedures and technical expertise in risk management administration;
- Project management; data collection, research and analysis methods;
- Applicable federal, state, and local laws, regulatory codes, ordinances and procedures relevant to the assigned area of responsibility;
- Cal-OSHA Health and Safety regulations;
- Technology, trends and techniques in the areas of risk management;
- Principles and techniques for working with groups and fostering effective team interaction;
- Training and instructional delivery methods.

Ability to:

- Competently use communication systems, computers, display systems, software programs as assigned.
- Plan, organize, manage and evaluate the staff and functions of a risk management unit.
- Coordinate with all levels of personnel in performing risk management administration functions.
- Determine risk management program objectives and priorities to achieve an integrated, focused approach to achieve those objectives.
- Evaluate problems and issues with conflicting evidence, make recommendation and facilitate implementation.
- Write and/or approve and coordinate budget requests and claims for reimbursement of funds.
- Collect, interpret and evaluate a variety of narrative and statistical data.
- Develop and write effective procedures, narrative and statistical reports, correspondence, including memorandums, or emails.
- Evaluate assigned personnel and complete probationary and annual performance evaluations.
- Interpret, apply and explain Court policies and state and federal legislation related to risk management.
- Effectively manage, train, develop and motivate staff.
- Keep informed of new technology, trends and techniques in the area of risk management.
- Communicate effectively.
- Conduct site safety inspection of Court facilities.
- Use a variety of communication methods to negotiate and gain acceptance, cooperation and agreement of plans, activities and programs.
- Develop lesson plans and serve as an instructor for Court training programs.

Physical Demands:

Physical demands include walking, standing, sitting and climbing up and down stairs; strength, dexterity, coordination and vision to use a keyboard and computer monitor; hearing, listening and speaking to communicate with the public and court staff; dexterity and coordination to handle files and single pieces of paper; occasional lifting of objects weighing up to 25 lbs. such as files, stacks of papers, reference and other materials; moving from place to place within an office or other court location; and reaching for items above and below desk level.

Working Conditions:

Computer monitor and keyboard is used on a daily basis. Attend meetings in-person or by video conference, respond to emails and phone calls, and engage in work as needed outside of normal business hours. Work occasional evening and weekend hours. Travel may be required.

FLSA STATUS:
Exempt

CLASSIFICATION HISTORY:
Date established: 12/22/2020